



## **D. D. Shinde Sarkar College, Kolhapur**

Near Mahalaxmi Temple, Kolhapur – 416 012

(Affiliated to Shivaji University, Kolhapur.)

(NAAC Re-accredited Grade 'B')

Phone No.: (0231) 2542185 Resi.: 2528792 / Mob. 9834541112

Web Site: [www.ddsscollegkop.com](http://www.ddsscollegkop.com)

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**Principal Dr. Abasaheb Shinde**

*Founder President* <sup>M. A., Ph.D</sup>



**Dr. B. D. Girigosavi**


*Principal* <sup>M. Com., M.Phil., Ph.D, D.I.T.</sup>

**5.1.4 The institution adopts the following of student grievances including sexual harassment and ragging cases.**

### **INDEX**

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



  
**Dr. B. D. Girigosavi**  
**PRINCIPAL**  
**D.D. Shinde Sarkar College,**  
**KOLHAPUR.**

Saraswati Shinde Education Society's  
**D. D. SHINDE SARKAR COLLEGE, KOLHAPUR.**

**Student's Grivenace Redressal Committee: 2023-24**

Sr. No	Name of the faculty	Designation	Position	Mobile No.	E-mail &
1.	Dr.B.D.Girigosavi	Principal	Chairman	9766049917	balwantgiri09@gmail.com
2.	Shri.B.N.Patil	HOD Economics	Co-ordinator	7507299108	bnpatilan17@gmail.com
3.	Dr.A.B.Patil	HOD Commerce	Member	8308404555	anandpatil66@gmail.com
4.	Dr.V.A.Sarang	HOD History	Member	9960724203	drvaishalisarang@gmail.com
5.	Ms.S.V.Mane	HOD English	Member	8390051189	sm89777@gmail.com
6.	Ms.Vaishnavi Malvade	Student B.Com- 3	Member	9209120767	vaishnavimalvade222@gmail.com
7.	Ms.Shravani Patil	Student B.A.- 3	Member	9881247598	shrawanipat21@gmail.com



  
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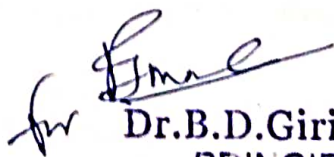
## PROCEDURE FOR REDRESSAL OF GRIEVANCES

### BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

Pursuant to the guidelines of the University Grants Commission (UGC) vide its gazette dated 11 April 2023 (Extraordinary, Part III, Section 4 **University Grants Commission (Redressal of Grievances of Students) Regulations, 2023** and as per the Shivaji University Circular Ref No. Students Development/01382 dated 17.05.2023,

- (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.



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

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

11. इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (छात्रोंकी शिकायत निवारण) विनियम, 2019 के प्रावधानोंके अंतर्गत नियुक्त किसी पदधारी लोकपाल के कार्यकाल की अवधि के दौरान उसके पद पर बने रहने को प्रतिकूल रूप से प्रभावित नहीं करेगी; कार्यकाल समाप्त होने के पश्चात् लोकपाल की नियुक्ति विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) के विनियम, 2023 के अनुरूप की जाएगी।

प्रा. मनिष र. जोशी, सचिव  
[विज्ञापन-III/4/असा./13/2023-24]

## UNIVERSITY GRANTS COMMISSION

### NOTIFICATION

New Delhi, the 11th April, 2023

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

**F.1-13/2022 (CPP-II).**— In exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (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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**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) "Ombudsperson" means the Ombudsperson appointed under these regulations;
- (i) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;
- (j) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
- (k) "Students' Grievance Redressal Committee (SGRC)" means a committee constituted under these regulations, at the level of an institution; and
- (l) "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.

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

**4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS, AND PRICING:**

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
  - (a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
  - (b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
  - (c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
  - (d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
  - (e) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
  - (f) rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fines may be imposed;
  - (g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
  - (h) details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof;
  - (i) information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital, or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
  - (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
  - (k) Any other information as may be specified by the Commission.

Provided that an institution shall publish/upload information referred to in clauses (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication being on the website through advertisements displayed prominently in different newspapers and through other media.



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

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

- (i) Each University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

#### 7. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.



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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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- (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]



*[Signature]*  
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Principal

Principal Dr. Abasaheb Shinde  
Founder President <sup>M. A., Ph.D</sup>

Date 20/8/2018

-: Notice:-

All the students of our senior wing are informed that the Student Grievance Redressal Committee is established in our college. Those students who are having grievances should submit their application to the Student Grievance Redressal Committee in a prescribed form.

Principal

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D.D.Shinde Sarkar College, Kolhapur.  
(Application form)

1) Name of the Student:

2) Roll No and Class :

3) Nature of Grievances

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Date / / 20



Signature of the applicant

( Note: Attach the documents if necessary)





(j) complaints of alleged discrimination of students on the grounds of gender, race, caste, class, creed, place of birth, religion and disability;

(k) non-payment or delay in payment of scholarships to any student by the university or college or recognized institution after receiving the same from concerned authority;

(l) non-adherence of rules of refund of fees in case of cancellation of admission;

(m) undue delay in conduct of examinations or declaration of results beyond that specified in the academic calendar ;

(n) failure to provide student amenities as may have been promised or required to be provided by the university or college or recognized institution ;

(o) non-transparent or unfair evaluation practices ;

(iv) "Department Grievance Redressal Cell (DGRC)" means a Cell constituted under this Statute, at the level of a university department or university institution as prescribed in sub-para (1) of para 5;

(v) "Institutional Grievance Redressal Cell (IGRC)" means a Cell constituted under this Statute, at the level of the university as prescribed in sub-para (2) of para 5;

(vi) "College Grievance Redressal Cell (CGRC)" means a Cell constituted under this Statute, at the level of a college or recognized institution, as the case may be as prescribed in sub-para (3) of para 5;

(vii) "University Grievance Redressal Cell (UGRC)" means a Cell constituted under this Statute, at the level of the university as prescribed in sub-para (4) of para 5;

(viii) "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 ;

(ix) "Ombudsperson" means the Ombudsperson appointed under this Statute.

(2) Words and expressions used but not defined in this Statute shall have the same meanings respectively assigned to them in the Maharashtra Public Universities Act, 2016 (Mah. Act No. VI of 2017).

### 3. Mandatory publication of prospectus, its contents and pricing.—

(1) Every university or college or recognized institution shall publish and upload on its website, before expiry of at least sixty days prior to the date of commencement of the admission process to any of its courses or programs of study, a prospectus containing the following for the information of person intending to seek admission to such university or college or recognized institution and the general public, namely:—

(i) 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 university, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;

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

(iii) 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;



(iv) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student to a particular course or program of study, specified by the university or college or recognized institution;

(v) 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;

(vi) rules or regulations for imposition and collection of any fines specified heads or categories, minimum and maximum fine may be imposed.

(vii) the percentage of tuition fee and other charges refundable to a student admitted in such university or college or recognized institution in case student withdraws from such university or college or recognized 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;

(viii) documents to be submitted at the time of admission;

(ix) details of the teaching faculty, including their educational qualifications, alongwith the category they belong to Regular or Visiting and teaching experience of every member of its teaching faculty;

(x) information with 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 university or college or recognized institution ;

(xi) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the university or college or recognized institution;

(xii) clear demarcation of aided and un-aided courses;

(xiii) any such information as the university or college or recognized institution may deem fit.

(2) The university or college or recognized institution shall publish or upload information referred to in sub-para(1) above, on its official website, and inform prospective students and the general public by giving wide publicity in newspapers and through other media.

(3) The university or college or recognized institution shall fix the price of each printed copy of the prospectus including admission form, 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. Exclusion to Entertain Grievances.—Grievances relating to subject matters governed by any Statutory Mechanism evolved by the State Government for which grievance redressal mechanism has specifically been provided under the relevant State Act, shall not be entertained by the Grievances Redressal Cells or the Ombudsperson.

5. Grievance Redressal Cells.—(1) Department Grievance Redressal Cell (DGRC)

(i) In case of universities, all complaints relating to university department or university institution shall first be addressed to Department Grievance Redressal Cell (DGRC) to be constituted at the level of university department or university institution, composition of which shall be as follows:—

(a) Head of the university department or university institution – Chairperson;

(b) A Professor from outside the university department or university institution to be nominated by the Vice-Chancellor- Member ;

(c) A faculty member well-versed with grievance redressal mechanism to be nominated by the Head of the university department or university institution – Member-Secretary.

(ii) The Chairperson and members of the Cell 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 resolve the grievance within period of fifteen days of receiving the complaint and shall submit its report to the head of the department or head of the institution, as the case may be.

(vi) The DGRC shall provide a copy of the order to the aggrieved person(s).

(2) Institutional Grievance Redressal Cell (IGRC) :

(i) The complaints not related to university department or university institution and the grievances not resolved at the DGRC shall be referred to the Institutional Grievance Redressal Cell (IGRC) to be constituted by the Vice-Chancellor of the university, composition of which shall be as follows:—

(a) Pro-Vice Chancellor / Dean / Senior professor – Chairperson.

(b) two senior professors other than Chairperson - Member

(c) one Senate member from the constituency of registered graduates - Member

(d) Director, Students' Development -Member Secretary.

(ii) The Chairperson of IGRC and DGRC shall not be the same. The tenure of the Cell members shall be two years.

(iii) The quorum for the meetings shall be three, including Chairperson.

(iv) The IGRC shall consider the recommendation of DGRC while taking the decision. However, the IGRC shall have the power to review recommendations of the DGRC.

(v) The IGRC shall follow the principles of natural justice while deciding the grievances.

(vi) The IGRC shall resolve the grievance within period of fifteen days of receiving the complaint. The IGRC shall suggest periodically to the University, different ways and means to minimize and prevent such grievances.

(vii) The IGRC shall provide a copy of the order to the aggrieved person(s).

(3) College Grievance Redressal Cell (CGRC):

(i) In case of colleges or recognized institutions, all complaints shall first be addressed to College or Recognized institution Grievance Redressal Cell (CGRC) composition of which shall be as follows.—

(a) Principal of the college or head of the recognized institution-Chairperson;

(b) two senior faculty members nominated by the Principal of the College, or head of the recognized institution;

(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 resolve the grievance within period of fifteen days of receiving the complaint. The CGRC shall suggest periodically to the Management and University, as the case may be different ways and means to minimize and prevent such grievances.

(vi) The CGRC shall provide a copy of the order to the aggrieved person(s).

(4) University Grievance Redressal Cell (UGRC):

(i) In case of grievance against the university and the grievance not resolved by CGRC, it shall be referred to University Grievance Redressal Cell (UGRC) for which the Vice-Chancellor of the affiliating university shall constitute a University Grievance Redressal Cell (UGRC) consisting



of the six members for an individual college or recognized institution or a group of college or recognized institution keeping in view the location of the college or recognized institution. The UGRC shall be constituted by the Vice-chancellor of the university consisting of:—

(a) Pro-Vice Chancellor / Dean / Senior professor – Chairperson;

(b) three Principals from amongst the members of the Senate, of whom one shall be a woman and one shall be from Scheduled Castes or Scheduled Tribes or Denotified Tribes or Nomadic Tribes or Other Backward Classes;

(c) one member of the Senate from the constituency of registered graduates;

(d) Director, Students' Development - Member Secretary.

(ii) The Chairperson and members of the Cell shall have a term of two years.

(iii) The quorum for the meeting shall be three, including Chairperson.

(iv) The UGRC shall follow the principles of natural justice while deciding the grievance of the students.

(v) The UGRC shall resolve the grievance within a period of fifteen days of receiving the complaint. The UGRC shall suggest periodically to the Management and University, as the case may be different ways and means to minimize and prevent such grievances.

(vi) The UGRC shall provide a copy of the order to the aggrieved person(s).

(5) Any person aggrieved by the decision of the Institutional Grievance Redressal Cell or University Grievance Redressal Cell may within a period of six days prefer an appeal to the Ombudsperson.

(6) In case the grievance is against any member in the Cell, the concerned member shall abstain himself from the proceeding on such issue.

6. *Ombudsperson.*-(1) The university shall appoint an Ombudsperson to hear and decide the appeals against the decisions of the Institutional Grievance Redressal Cell or University Grievance Redressal Cell.

(2) The Ombudsperson shall be a person not related to the university and who is a judge not below the rank of retired District Judge or a retired Vice-Chancellor or a retired Registrar or a retired Professor or a retired Principal.

(3) The Ombudsperson shall not, at the time of appointment during one year before such appointment or in the course of his tenure as Ombudsperson 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 towards the university.

(4) The Ombudsperson, or any member of his immediate family shall not—

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

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

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

(5) The Ombudsperson in the university shall be appointed by the Vice-Chancellor of the university, with the approval of the Management 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:—

(i) Eminent educationist nominated by Chancellor-Chairperson;

(ii) Vice-Chancellor of the public university to be nominated by the State Government ... Member;

(iii) Vice-Chancellor of the concerned university..... Member;

(iv) Registrar of the concerned university.... Secretary.



(6) The Ombudsperson shall be a part-time officer appointed for a period of three years, from the date he resumes the office and may be re-appointed for another one term in the same university. It shall be ensured by the university that the office of Ombudsperson shall not remain vacant for a period more than three months and within such period of vacancy, the Vice-Chancellor shall assign temporary charge to the sitting Ombudsperson from any of the universities governed by the Maharashtra Public Universities Act, 2016 (Mah. Act No. VI of 2017).

(7) The Ombudsperson shall be paid the sitting fee per day as approved by the Management Council of the University for hearing the cases, in addition to reimbursement of the conveyance.

(8) The Ombudsperson may be removed on charges of proven misconduct or misbehaviour or for violation of any of the conditions mentioned in sub-clauses (3) and (4) above, by the Vice-Chancellor with the approval of the Management Council of the University.

7. Powers and Functions of Ombudsperson.—(1) The Ombudsperson shall have power to hear and decide appeals against the decisions of the Institutional Grievance Redressal Cell or University Grievance Redressal Cell.

(2) No appeals for revaluation or remarking of answer sheets shall be entertained by the Ombudsperson. However, appeals relating to issues of malpractices in the examination and evaluation processes may be referred to the Ombudsperson.

(3) The Ombudsperson may seek an assistance of any person as *amicus curiae*, for hearing complaints of alleged discrimination.

(4) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving an appeal from the student.

8. Procedure for Redressal of Grievances by Ombudsperson and Grievance Redressal Cell.—

(1) University or college or recognized 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 university or college or recognized institution may submit an application seeking grievance redressal.

(2) On receipt of any online complaint, the university or college or recognized institution shall refer the complaint to the appropriate Grievance Redressal Cell or the Ombudsperson, as the case may be, along with its comments within 15 days of receipt of complaint on online portal.

(3) The Grievance Redressal Cell or the Ombudsperson, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the university or college or recognized institution and the aggrieved person.

(4) An aggrieved person may appear either in person or be represented by such person other than legal practitioner, as may be authorized to present his case.

(5) The grievances not resolved at the appropriate Grievance Redressal Cell(s) shall be referred to the Ombudsperson.

(6) The university or college or recognized institution shall co-operate with the Ombudsperson or the Grievance Redressal Cell(s), as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsperson or Grievance Redressal Cell(s), as the case may be, to the Vice-Chancellor of the university.

(7) On the conclusion of proceedings, appropriate Grievance Redressal Cell or the Ombudsperson, 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, after giving due hearing to both the parties.

(8) Every order under the signature of the Ombudsperson or Chairperson of the appropriate Grievance Redressal Cell, as the case may be, shall be provided to the aggrieved person and the university or college or recognized institution, as the case may be, and shall be placed on the website of the university or college or recognized institution.

(9) The university or college or recognized institution, as the case may be, shall comply with the recommendations of the Ombudsperson. Any recommendations of the Ombudsperson not complied with by the university or college or recognized institution, as the case may be, shall be reported by the Ombudsperson to the University Grants Commission.

(10) In case of any false or frivolous complaint, the Ombudsperson may recommend appropriate action against the complainant.

9. Information Regarding Ombudsperson and Grievance Redressal Cell.—The university or college or recognized institution, as the case may be, shall provide detailed information regarding provisions of Grievance Redressal Cell(s) and Ombudsperson on their website and in their prospectus prominently.

10. Consequences of Non-Compliance.—The University Grants Commission, in respect of any university or college or recognized institution, as the case may be, which wilfully contravenes this Statute or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal Cell(s), as the case may be, may proceed to take one or more of the following actions, namely:—

(1) Withdrawal of declaration of fitness to receive grants under section 12B of the University Grants Commission Act, 1956 (3 of 1956);

(2) Withholding any grant allocated to the university or college or recognized institution, as the case may be;

(3) Declaring the university or college or recognized institution, as the case may be, ineligible for consideration for any assistance under any of the general or special assistance programmes of the University Grants Commission;

(4) Informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the University Grants Commission, declaring that the university or college or recognized institution, as the case may be, does not possess the minimum standards for redressal of grievances;


(5) Recommend to the affiliating university for withdrawal of affiliation, in case of a college and withdrawal of recognition in case of recognized institution;

(6) Recommend to the concerned State Government for necessary and appropriate action, in case of a university;

(7) Take necessary and appropriate actions against any university or college or recognized institution, as the case may be, for non-compliance :

Provided that no action shall be taken by the University Grants Commission unless the university or college or recognized institution, as the case may be, has been given an opportunity to explain its position and an opportunity of being heard has been provided to it.

By order and in the name of the Governor of Maharashtra,

  
**Dr. B.D. Girigosavi**  
PRINCIPAL  
D.D. Shinde Sarkar College,  
KOLHAPUR

SIDDHARTH KHARAT,  
Joint Secretary to Government.