



देवी अहिल्या विश्वविद्यालय, इंदौर

क्रमांक प्रशा./महिला उत्पीड़न/2019/268

दिनांक- 24 APR 2019

प्रति,

विभागाध्यक्ष,
आई.टी. सेन्टर,
तक्षशिला परिसर खण्डवा रोड़,
इन्दौर

विषय :- विश्वविद्यालय की वेब साइट पर महिला उत्पीड़न से संबंधित प्रपत्र/सूचनाएं
अधिसूचनाएं, जानकारी अपलोड करने बावत।

महोदय,

उपरोक्त विषयांतर्गत लेख्य है, कि महिला उत्पीड़न संबंधी प्रकरणों के निराकरण हेतु गठित प्रकोष्ठ के साथ महिलाओं का कार्यस्थल पर लैंगिक उत्पीड़न (निवारण, प्रतिशोध एवं प्रतितोषण) अधिनियम 2013 एवं नियम 2013 के क्रियान्वयन के संबंध में एवं जिला अधिकारी द्वारा प्रेषित की जाने वाली जानकारी से संबंधित प्रारूप तथा आंतरिक परिवाद समिति का प्रारूप एवं विश्वविद्यालय अनुदान आयोग द्वारा जारी पत्र क्र. F-No.14-4/2012(CPP-II) NOTIFICATION दिसम्बर 2012 देवी अहिल्या विश्वविद्यालय की वेब-साईट पर अपलोड किया जाना प्रस्तावित है।

यहां यह भी प्रस्तावित है, कि विश्वविद्यालय द्वारा गठित प्रकोष्ठ में डॉ. सुधीरा चंदेल, आचार्य, शारीरिक शिक्षा अध्ययन शाला प्रकोष्ठ की अध्यक्ष है। अतएवं महिला उत्पीड़न से संबंधित शिकायतों पर कार्यवाही सुनिश्चित करने के लिए इनका मोबाइल नम्बर एवं वेबसाइट निम्नानुसार है :-

वेब-साइट - sudhirachandel@gmail.com

मोबाइल नम्बर - 9827574485

आदेशानुसार,

कुलसचिव



देवी अहिल्या विश्वविद्यालय, इन्दौर

विश्वविद्यालय भवन,
इन्दौर - 452 001

कमांक प्रशा./अधिसूचना/2012/2371

दिनांक: 12 9 DEC 2012

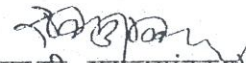
अधिसूचना

सर्वसंबंधितों के सूचनार्थ एतद् द्वारा अधिसूचित किया जाता है कि देवी अहिल्या विश्वविद्यालय, इन्दौर में महिला उत्पीडन संबंधी प्रकरणों के निराकरण हेतु निम्नांकित सदस्यों का प्रकोष्ठ स्थापित किया जाता है। उक्त प्रकोष्ठ विश्वविद्यालय में होने वाले महिला उत्पीडन संबंधी प्रकरणों की सुनवाई करेगा तथा तत्सम्बन्धी प्रकरणों की विधिवत विवेचना करते हुए अनुशंसाएं प्रस्तुत करेगा :-

- | | |
|---|---------|
| 1. डॉ. सुधीरा चन्देल-- शारीरिक शिक्षा अध्ययनशाला | अध्यक्ष |
| 2. डॉ. श्रीमती माया इंगले -- कम्प्यूटर साईंस | सदस्य |
| 3. डॉ. रुबिना चौधरी -- ऊर्जा पर्या. अध्ययनशाला | सदस्य |
| 4. डॉ. श्रीमती मीना शर्मा -- आई.ई.टी. | सदस्य |
| 5. डॉ. लक्ष्मण शिंदे -- विभागाध्यक्ष, भाषा अध्ययनशाला | सदस्य |
| 6. डॉ. दीपक श्रीवास्तव -- आय.एम.एस. | सदस्य |
| 7. श्रीमती एम. वाडिया -- अखिल भारतीय महिला सभा | सदस्य |

उपर्युक्त प्रकोष्ठ का गठन तत्काल प्रभाव से लागू होगा।

कुलपतिजी के आदेशानुसार,

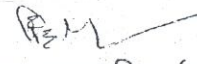

(आर.डी. मुसलगांवकर)

कुलसचिव

पृ. कमांक प्रशा./अधिसूचना/2012/2371
प्रतिलिपि :-

दिनांक: 12 DEC 2012

1. सभी सदस्यों की ओर सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित।
2. सचिव, महिला एवं बाल विकास मंत्रालय, भारत सरकार शास्त्री भवन 'ए' विंग डॉ. राजेन्द्र प्रसाद रोड, नई दिल्ली 110001 की ओर सूचनार्थ प्रेषित।
3. आयुक्त, उच्च शिक्षा, मध्यप्रदेश शासन भोपाल की ओर सूचनार्थ प्रेषित।
4. प्रमुख सचिव, उच्च शिक्षा, मध्यप्रदेश शासन भोपाल की ओर सूचनार्थ प्रेषित।
5. विश्वविद्यालय के समस्त विभागाध्यक्षों, निर्देशकों, समन्वयकों की ओर सूचनार्थ।
6. समस्त विभागीय अधिकारीगण, देवी अहिल्या विश्वविद्यालय, इन्दौर।
7. प्रमुख प्रपालक, समस्त छात्रावास, प्रपालक गण की ओर सूचनार्थ प्रेषित।
8. अधिष्ठाता छात्र कल्याण, देवी अहिल्या विश्वविद्यालय, इन्दौर की ओर सूचनार्थ एवं नोटिस बोर्ड पर चरपा करने हेतु प्रस्तुत।


उप कुलसचिव (प्रशा.)

मध्य प्रदेश शासन
महिला एवं बाल विकास विभाग
मंत्रालय वल्लभ भवन, भोपाल

क्रमांक / F.4-2-2014/50-2

भोपाल दिनांक 11.02.2014

प्रति,



1. शासन के समस्त विभाग
2. अध्यक्ष राजस्व मण्डल, म.प्र. ग्वालियर
3. समस्त संभाग आयुक्त,
4. समस्त विभागाध्यक्ष,
5. समस्त जिला कलेक्टर,
6. समस्त मुख्य कार्यपालन अधिकारी, जिला पंचायत
7. समस्त कार्यालय प्रमुख,
मध्य प्रदेश

अहिल्या इन्दौर

24 MAR 2014

ताक्षर...

विषय:- महिलाओं का कार्यस्थल पर लैंगिक उत्पीड़न (निवारण, प्रतिशोध एवं प्रतितोषण) अधिनियम, 2013 एवं नियम 2013 के क्रियान्वयन के संबंध में।

संदर्भ:- विभाग का पत्र दिनांक 11.02.2014

कृपया संदर्भित पत्र का अवलोकन करे, पत्र के माध्यम से महिलाओं का कार्यस्थल पर लैंगिक उत्पीड़न (निवारण, प्रतिशोध एवं प्रतितोषण) अधिनियम, 2013 एवं नियम 2013 तथा सामान्य प्रशासन विभाग की अधिसूचना दिनांक 20 जनवरी 2014 जिसमें अपर कलेक्टर (मुख्य कार्यपालन अधिकारी, जिला पंचायत) को पदेन जिला अधिकारी अधिसूचित किया गया है, की प्रति एवं विस्तृत जानकारी प्रेषित की गई थी।

कार्यालय प्रमुख के कर्तव्य:- प्रत्येक कार्यालय प्रमुख/नियोजक कार्यस्थल पर अधिनियम को लागू करने हेतु निम्नानुसार कार्यवाही करेगा:-

1. आंतरिक परिवाद समिति का गठन एवं परिचालन
1.1 / प्रत्येक कार्यालय में कार्यालय प्रमुख/नियोक्ता एक आंतरिक परिवाद समिति का गठन करेगा। इस आंतरिक परिवाद समिति में निम्नलिखित सदस्य होंगे:-
• सीठासीन अधिकारी के रूप में कार्यस्थल पर कार्यरत वरिष्ठ महिला अधिकारी/कर्मचारी को नियुक्त किया जाएगा। यदि कार्यस्थल पर वरिष्ठ महिला उपलब्ध नहीं है तो अन्य कार्यालय से ऐसी महिला को नामांकित किया जाएगा।

Uul

- कर्मचारियों में से दो सदस्य ऐसे होंगे जो महिलाओं की समस्याओं के प्रति प्रतिबद्ध हैं अथवा जिनके पास समाज सुधार के कार्य में अनुभव है या विधिक ज्ञान है।
- महिलाओं की समस्याओं के प्रति प्रतिबद्ध एवं लैंगिक उत्पीड़न से संबंधित मुद्दों से परिचित गैर-सरकारी संगठनों से एक सदस्य नामांकित किया जाएगा।
- कुल नामांकित सदस्यों में से कम से कम आधी सदस्य महिलाएं होंगी।

1.3/ समिति के पीठासीन अधिकारी एवं सदस्यों की नियुक्ति अधिकतम 3 वर्ष के लिए होगी। 3 वर्ष पश्चात् समिति का पुर्नगठन किया जाएगा।

2/ आंतरिक समिति के सदस्यों के लिए फीस या भत्तें-

2.1/ गैर-सरकारी संगठनों से नियुक्त सदस्यों को आंतरिक समिति की कार्यवाही के आयोजन के लिए प्रतिदिन 200 रुपये भत्ता एवं परिवहन व्यय दिया जाएगा।

2.2/ यह भत्ता नियोक्ता द्वारा प्रदान किया जाएगा। इस संबंध में पृथक से निर्देश जारी किये जाएंगे।

3/ नियोजक के कर्तव्य - अधिनियम में प्रत्येक कार्यालय प्रमुख/नियोक्ता/नियोजक के लिये कर्तव्य निर्धारित किये गये हैं। प्रत्येक कार्यालय प्रमुख/नियोक्ता/नियोजक निम्न कर्तव्यों का पालन करना सुनिश्चित करेगा:-

3.1/ प्रत्येक नियोजक कार्यस्थल पर सुरक्षित कार्य वातावरण उपलब्ध कराएगा, जिसके अंतर्गत कार्यस्थल पर संपर्क में आने वाले वाह्य व्यक्तियों से सुरक्षा भी है।


3.2/ आंतरिक समिति का गठन करने वाले आदेश को कार्यस्थल में किसी सहजदृश्य स्थान पर एक बोर्ड के माध्यम से प्रदर्शित किया जाएगा। (प्रारूप संलग्न)

3.3/ कर्मचारियों को अधिनियम से परिचित कराने के लिए नियमित अंतरालों पर कार्यशालाएं और जागरूकता कार्यक्रम तथा आंतरिक समिति के सदस्यों के लिए प्रशिक्षण कार्यक्रम आयोजित करेगा। इस हेतु विस्तृत माड्यूल एवं निर्देश पृथक से प्रसारित किये जाएंगे।



- 3.4/ आंतरिक समिति या स्थानीय समिति को परिवारों पर कार्यवाही करने और जांच का संचालन करने के लिए आवश्यक सुविधाएं जैसे स्टेशनरी, कम्प्यूटर, कर्मचारी आदि उपलब्ध कराएगा।
- 3.5/ शिकायतकर्ता, गवाह एवं आरोपियों को आंतरिक समिति या स्थानीय समिति के समक्ष की उपस्थिति सुनिश्चित करने में सहायता करेगा।
- 3.6/ यदि कोई महिला भारतीय दंड संहिता के अधीन कोई परिवार फाइल करना चाहती है तो उसे सहायता प्रदान करना।
- 3.7/ लैंगिक उत्पीड़न को सेवा नियमों के अधीन कदाचार माना गया है यदि ऐसी कोई अनुशंसा प्राप्त होती है तो तत्काल कार्यवाही करेगा।
- 3.8/ आंतरिक समिति द्वारा रिपोर्टों को समय पर प्रस्तुत किए जाने की मॉनीटरिंग करेगा।

कृपया उपरोक्त निर्देशों एवं महिलाओं का कार्यस्थल पर लैंगिक उत्पीड़न (निवारण, प्रतिशोध एवं प्रतितोषण) अधिनियम, 2013 एवं महिलाओं का कार्यस्थल पर लैंगिक उत्पीड़न (निवारण, प्रतिशोध एवं प्रतिशोध) नियम 2013 के प्रावधानों के अनुसार कार्यवाही की जान सुनिश्चित करें।



(बी.आर.नायडू)

प्रमुख सचिव

मध्य प्रदेश शासन

महिला एवं बाल विकास विभाग

जिला अधिकारी द्वारा प्रेषित की जाने वाली

प्रत्येक कार्यालय/कार्यस्थल में लगाये जाने वाले बोर्ड का प्रारूप

महिलाओं का कार्यस्थल पर लैंगिक उत्पीड़न (निवारण, प्रतिशोध एवं प्रतितोषण) अधिनियम, 2013 में कार्यस्थल पर लैंगिक उत्पीड़न की परिभाषा निम्नानुसार है:-

1. शारीरिक संपर्क और अग्रक्रियाएं करना या
2. लैंगिक स्वीकृत के लिए कोई मांग या अनुरोध करना, या
3. लैंगिक आभास वाली टिप्पणियां करना, या
4. अश्लील साहित्य दिखाना, या
5. लैंगिक प्रकृति का कोई अन्य निंदनीय शारीरिक, शाब्दिक या गैर-शाब्दिक आचरण करना,

यदि कोई व्यक्ति आपके साथ उपरोक्त में से किसी प्रकार का अपमानजनक आचरण करता है तो आपके कार्यालय में ही निराकरण के लिये आंतरिक परिवाद समिति गठित की गई है। जो निम्नानुसार है:-

क्रं	नाम	पद
1		
2		

आप निर्भीकता से इस समिति के समक्ष अपनी शिकायत प्रस्तुत कर सकते हैं।
आपकी शिकायत पूर्णतः गोपनीय रहेगी।

कार्यालय / संस्था प्रमुख
नाम एवं पदनाम

महिलाओं का कार्यस्थल पर लैंगिक उत्पीडन
(निवारण, प्रतिशोध एवं प्रतितोषण)
अधिनियम, 2013

आंतरिक परिवार समिति

क्र	जिले का नाम	कार्यालय का नाम	आंतरिक परिवार समिति के गठन का दिनांक	समिति के अध्यक्ष का नाम	सामेति के सदस्यों का नाम
1	2	3	4	5	6

जिला अधिकारी का नाम
एवं हस्ताक्षर

नोट- जिला अधिकारी उपरोक्त प्रारूप में आंतरिक परिवार समितियों के गठन की जानकारी आयुक्त महिला सशक्तिकरण को प्रेषित करेंगे।

महिलाओं का कार्यस्थल पर लैंगिक उत्पीडन
(निवारण, प्रतिशोध एवं प्रतितोषण)
अधिनियम, 2013

आंतरिक परिवाद समिति

क्र	जिले का नाम	कार्यालय का नाम	आंतरिक परिवाद समिति में माह में दर्ज प्रकरणों की संख्या	आंतरिक परिवाद समिति में माह में निराकृत प्रकरणों की संख्या	आंतरिक परिवाद समिति में माह में लंबित प्रकरणों की संख्या
1	2	3	4	5	6

जिला अधिकारी का नाम
एवं हस्ताक्षर

नोट- जिला अधिकारी उपरोक्त प्रारूप में जानकारी आयुक्त महिला सशक्तिकरण को प्रतिमाह प्रेषित करेंगे।

UNIVERSITY GRANTS COMMISSION
BAHADUR SHAH ZAFAR MARG
NEW DELHI - 110 002

NOTIFICATION

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

New Delhi, the __ December, 2012

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 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 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 incharge 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.

(Dr. Akhilesh Gupta)
(Secretary)