

# **REGIONAL INSTITUTE OF EDUCATION NCERT, AJMER**

विद्या स मृतमश्नुते



**Students' Grievance Redressal Committee**

## **Objective:**

To provide opportunities for redressal of certain grievances of students already enrolled in the institution, as well as those seeking admission to the institution, and a mechanism thereto.

The Institute follows the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 published in the Gazette of India on 11<sup>th</sup> April, 2023 New Delhi. Where,

**“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 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 the institution, or under the conditions;

(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;

(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;

(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 UGC and/or the regulatory body concerned.

### **Procedure of Complaint:**

- A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC) and may be submitted offline/online ([academic.rieajmer@gmail.com](mailto:academic.rieajmer@gmail.com)).
- 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.
- An aggrieved student may appear either in person or authorize a representative to present the case.
- In considering the grievances before it, the SGRC shall follow principles of natural justice.
- The SGRC shall send its report with recommendations, if any, to the competent authority of the institution and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson (appointed by the affiliating University), within a period of fifteen days from the date of receipt of such decision.

The committee for the academic year 2023-24 is constituted with the following members:

S. No.	Committee	Position
1	Dean of Instructions	Chairperson
2	All Heads	Members
3	Chief warden	Member
4	Deputy Chief warden	Member
5	All wardens	Members
6	Students' Advisor	Member
7	Joint Students' Advisors	Members
8	NCC officer	Member
9	Dr. Patanjali Sharma	Convener
10	I/c Physical Education	Member
11	SO (Academic Section)	Co-convener
12	One nominated student each from BA BEd IV year, BSc BEd IV year, B Ed II year, M Ed II year	Special Invitee

Email: [academic.rieajmer@gmail.com](mailto:academic.rieajmer@gmail.com)

  
Dr. Patanjali Sharma  
Dean of Instructions



# भारत का राजपत्र

## The Gazette of India

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विश्वविद्यालय अनुदान आयोग

अधिसूचना

नई दिल्ली, 11 अप्रैल, 2023

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

**F.1-13/2022(CPP-II).**—विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) की धारा 26 की उप-धारा (1) के खंड (छ) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए और विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2019 के अधिक्रमण में, विश्वविद्यालय अनुदान आयोग एतद्वारा निम्नलिखित नियम बनाता है, नामतः—

1. संक्षिप्त नाम, विनियोग और प्रारंभः

(क) इन विनियमों को विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023 कहा जाएगा।

(ख) वे ऐसे सभी उच्चतर शिक्षा संस्थानों पर लागू होंगे, जिन्हें किसी केंद्रीय अधिनियम अथवा राज्य अधिनियम के तहत स्थापित या निर्गमित गया हो और विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 2 के खंड (च) के तहत मान्यता-प्राप्त सभी उच्चतर शिक्षा संस्थानों तथा ऐसे सभी सम विश्वविद्यालय संस्थानों पर लागू होंगे जिन्हें तत्संबंध की धारा 3 के तहत विश्वविद्यालय घोषित किया गया हो।

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

**2. उद्देश्य:**

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

**3. परिभाषा:**

(1) जब तक कि इन विनियमों के संदर्भ में अन्यथा अपेक्षित न हो –

- (क) "अधिनियम" का अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) से है;
- (ख) "पीड़ित छात्र" से अभिप्राय किसी ऐसे छात्र से है जिसे इन विनियमों के तहत परिभाषित शिकायतों के संबंध में किसी मामले अथवा तत्संबंधी किसी मामले में कोई शिकायत हो।
- (ग) "महाविद्यालय" से अभिप्राय अधिनियम की धारा 12ए की उपधारा (1) के खंड (ख) में इस प्रकार से परिभाषित किसी संस्थान से है।
- (घ) "आयोग" से अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 4 के तहत स्थापित विश्वविद्यालय अनुदान आयोग से है।
- (ङ) "घोषित प्रवेश नीति" का अभिप्राय संस्थान द्वारा प्रस्तुत किए जा रहे किसी पाठ्यक्रम या अध्ययन कार्यक्रम में प्रवेश के लिए संस्थान की विवरणिका में प्रकाशित की गई किसी ऐसी नीति से है, जिसमें उसके अंतर्गत आने वाली प्रक्रियाएं भी शामिल हैं।
- (च) "शिकायत" का अभिप्राय, और इसमें निम्नवत् के संबंध में किसी पीड़ितछात्र द्वारा की गई शिकायत (शिकायतों) शामिल हैं, नामतः:
  - i. संस्थान की घोषित प्रवेश नीति के अनुरूप निर्धारित की गई योग्यता के विपरीत प्रवेश दिया जाना;
  - ii. संस्थान की घोषित प्रवेश नीति के तहत प्रक्रिया में अनियमितताएं;
  - iii. संस्थान की घोषित प्रवेश नीति के अनुरूप प्रवेश देने से इंकार किया जाना;
  - iv. इन विनियमों के उपवंधों के अनुरूप, संस्थान द्वारा विवरणिका का प्रकाशन न किया जाना;
  - v. संस्थान द्वारा विवरणिका में ऐसी कोई जानकारी देना जोकि झूठी या भ्रामक हो और तथ्यों पर आधारित न हो;
  - vi. किसी छात्र द्वारा ऐसे संस्थान में प्रवेश लेने के प्रयोजन से जमा किए गए किसी दस्तावेज जोकि उपाधि, डिप्लोमा या किसी अन्य पुरस्कार के रूप में हो, उसको अपने पास रख लेना या वापस करने से इंकार करना ताकि ऐसे किसी पाठ्यक्रम या अध्ययन कार्यक्रम के संबंध में छात्र को किसी शुल्क अथवा शुल्कों का भुगतान करने हेतु तैयार किया जा सके अथवा मजबूर किया जा सके जिसमें छात्र अध्ययन नहीं करना चाहता हो;
  - vii. संस्थान की घोषित प्रवेश नीति में निर्धारित राशि से अधिक धनराशि की मांग करना।
  - viii. छात्रों की विभिन्न श्रेणियों के लिए प्रवेश में सीटों के आरक्षण के संबंध में वर्तमान में लागू किसी कानून का संस्थान द्वारा उल्लंघन किया जाना;

ix. ऐसे किसी संस्थान की घोषित प्रवेश नीति के तहतअथवा आयोग द्वारा विहित किन्हीं शर्तों, यदि कोई हो तो, के तहत किसी भी छात्र हेतु ग्राह्य छात्रवृत्ति या वित्तीय सहायता का भुगतान नहीं किया जाना अथवा विलम्ब से भुगतान किया जाना;

x. संस्थान के शैक्षणिक कैलेंडर मेंअथवा आयोग द्वारा विहित ऐसे किसी कैलेंडर में विनिर्दिष्ट अनुसूची से इतर परीक्षाओं के आयोजन मेंअथवा परीक्षा के परिणामों की घोषणा में विलम्ब करना;

xi. विवरणिका में यथा उल्लिखितअथवा संस्थान द्वारा लागू किसी कानून के किसी उपवंध के तहत यथा अपेक्षित छात्रोंकी सुविधा प्रदान करने में संस्थान द्वारा विफल रहना;

xii. छात्रोंके मूल्यांकन के लिए संस्थान द्वारा अपनाई गई गैर-पारदर्शी अथवा अनुचित पद्धतियां;

xiii. ऐसे किसी छात्र को शुल्क के प्रतिदाय में विलंब करना, अथवा इंकार करना जो कि विवरणिका में उल्लिखित समय के भीतर, वशर्ते यह समय-समय पर आयोग द्वारा जारी दिशा-निर्देशों के अधीन हो, नामांकन वापस लेता है;

xiv. अनुसूचित जाति, अनुसूचित जनजाति, अन्य पिछड़ा वर्ग, महिला, अल्पसंख्यक अथवा दिव्यांग श्रेणियों के छात्रोंसे कथित भेदभाव की शिकायत;

xv. प्रवेश दिए जाने के समय जैसा भरोसा दिलाया गया था अथवा प्रदान किया जाना अपेक्षित था के अनुरूप गुणवत्तापूर्ण शिक्षा प्रदान नहीं किया जाना;

xvi. छात्र के उत्पीड़न के अन्य मामलों के अलावा जिन पर वर्तमान में लागू किसी कानून के दंडात्मक उपवंधो के तहत कार्रवाई की जानी हो, छात्र का उत्पीड़न किया जाना अथवा उसे निशाना बनाया जाना।

xvii. संस्थान के कानूनों, अध्यादेशों,नियमों, विनियमों, या दिशा -निर्देशों के विपरीत कोई कार्रवाई किया जाना अथवा शुरू किया जाना; तथा

xviii. आयोग और/अथवा संवंधित नियामक निकाय द्वारा बनाए गए/जारी किए गए नियमों और/या दिशा -निर्देशों के विपरीत कोई भी कार्रवाई किया जाना अथवा शुरू किया जाना।

(द) "संस्थान" से तात्पर्य विश्वविद्यालय से है जो विश्वविद्यालय अनुदान आयोग अधिनियम कीधारा 2 की उपधारा (एफ)में परिभाषित है, एक संस्थान जिसे अधिनियम3 के तहत विश्वविद्यालय माना गया हैऔर विश्वविद्यालय अनुदान आयोग अधिनियम 1956 कीधारा12ए (1) (बी) में परिभाषित एक महाविद्यालय से है।

(ज) "लोकपाल" का अभिप्राय इन विनियमों के तहत नियुक्त लोकपाल से है।

(झ) "विवरणिका" का अभिप्राय और इसमें ऐसा कोई प्रकाशन शामिल है, चाहे वह मुद्रित स्वरूप में अथवा अन्यथा हो, जिसे जनसाधारण (जिसमें ऐसे संस्थान में प्रवेश पाने के इच्छुकों सहित) को एक संस्था से संवंधित निष्पक्ष और पारदर्शी जानकारी प्रदान करने के लिए ऐसे संस्थान अथवा किसी प्राधिकरण अथवा ऐसे संस्थान द्वारा ऐसा करने के लिए प्राधिकृत किए गए किसी व्यक्ति द्वारा जारी किया गया हो;

(ञ) "छात्र"से अभिप्राय किसी ऐसे संस्थान जिसमें यह विनियम लागू होते हैं,में किसी भी माध्यम से अर्थात औपचारिक/मुक्त और दूरस्थ शिक्षा (ओडीएल)/ऑनलाइन से नामांकित किसी व्यक्ति अथवा नामांकित होने के लिए प्रवेश प्राप्ति के इच्छुक से हैं;

(ट) "छात्र शिकायत निवारण समिति (एसजीआरसी)" का अभिप्राय एक संस्थान के स्तर पर इन विनियमों के तहत गठित एक समिति से है; तथा

(ठ) "विश्वविद्यालय" से अभिप्राय अधिनियम की धारा 2 की खंड (च) में यथा परिभाषित किसी विश्वविद्यालय से हैअथवा जहां संदर्भ के अनुसार, तत्संबंध की धारा 3 के तहत इस प्रकार घोषित कोई सम विश्वविद्यालय संस्थान से है।

(2) इन विनियमों में प्रयुक्त और परिभाषित नहीं किए गए लेकिन विश्वविद्यालय अनुदान आयोग अधिनियम, 1956में परिभाषित शब्दों और अभिव्यक्तियों के वही अर्थ होंगे जो क्रमशः अधिनियम में उनके लिए निर्धारित किए गए हैं।

#### 4. विवरणिका का अनिवार्य प्रकाशन, इसकी विषयवस्तु तथा मूल्य निर्धारण

(1) प्रत्येक संस्थान, अपने पाठ्यक्रम या अध्ययन के किसी भी कार्यक्रम में प्रवेश आरंभ करने की तिथि से कम से कम साठ दिन की समाप्ति से पूर्व अपनी वेबसाइट पर एक विवरणिका प्रकाशित और/अथवा अपलोड करेगा, जिसमें इस तरह के संस्थान में प्रवेश लेने के इच्छुक व्यक्तियों और आम जनता की जानकारी के लिए निम्नवत् जानकारी अंतर्विष्ट होगी, यथा:

(क) प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के लिए, शिक्षण के घंटों, व्यावहारिक सत्रों और अन्य कार्य के साथ-साथ अध्ययन के कार्यक्रमों और पाठ्यक्रमों की सूची सहित उपयुक्त सांविधिक प्राधिकरण अथवा संस्थान, जैसा भी मामला हो, द्वारा विनिर्दिष्ट पाठ्यक्रम की व्यापक रूपरेखा;

(ख) जिस शिक्षा वर्ष हेतु प्रवेश दिए जाने का प्रस्ताव हो, उसके प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के संबंध में उपयुक्त सांविधिक प्राधिकरण द्वारा अनुमोदित सीटों की संख्या;

(ग) संस्थान द्वारा विनिर्दिष्ट किसी विशेष पाठ्यक्रम अथवा अध्ययन कार्यक्रम में छात्र के रूप में प्रवेश के लिए व्यक्तियों की न्यूनतम और अधिकतम आयु सीमा सहित शैक्षिक योग्यता और पात्रता की शर्तें;

(घ) इस प्रकार के प्रवेश के लिए आवेदन करने वाले योग्य उम्मीदवारों के चयन की प्रक्रिया, जिसमें प्रत्येक पाठ्यक्रम अथवा अध्ययन कार्यक्रम में प्रवेश के लिए ऐसे अभ्यर्थियों के चयन के लिए परीक्षा या इम्तहान के विवरण के संबंध में सभी संगत जानकारी और प्रवेश परीक्षा के लिए निर्धारित शुल्क की राशि शामिल है;

(ङ) किसी पाठ्यक्रम या अध्ययन कार्यक्रम में अध्ययन करने के लिए ऐसे संस्थान में भर्ती किए गए छात्रों द्वारा देय शुल्क, जमा राशियों और अन्य प्रभारों के प्रत्येक घटक और ऐसे भुगतानों की अन्य निवंधन और शर्तें;

(च) शास्ति लगाए जाने और संग्रहण किए जाने हेतु नियम/विनियम, विनिर्दिष्ट शीर्ष अथवा श्रेणियां, लगाए जाने वाली शास्ति की न्यूनतम और अधिकतम राशि;

(छ) ऐसे संस्थानों में दाखिला लेने वाले छात्रों द्वारा यदि पाठ्यक्रम या अध्ययन कार्यक्रम के पूरा होने से पहले अथवा के बाद दाखिला छोड़ दिया जाता है तो छात्रोंको प्रतिदाय किए जाने वाले शिक्षण शुल्क और अन्य प्रभारों का प्रतिशत तथा समय सीमा जिसके भीतर तथा पद्धति जिससे छात्रोंको ऐसा प्रतिदाय किया जाएगा;

(ज) उनकी शैक्षिक योग्यता शिक्षण संकाय का विवरण, उनकी नियुक्ति का स्वरूप (नियमित/अभ्यागत/अतिथि) और उसके प्रत्येक सदस्य के शिक्षण अनुभव के साथ;

(झ) भौतिक और शैक्षणिक वुनियादी ढांचे और छात्रावास तथा इसके शुल्क, पुस्तकालय, चिकित्सालय अथवा उद्योग, जहां छात्रोंको व्यावहारिक प्रशिक्षण दिया जाना हो, सहित अन्य सुविधाओं के संबंध में जानकारी और विशेषरूप से छात्रों द्वारा संस्थान में प्रवेश प्राप्त करने पर प्राप्त होने वाली सुविधाओं का व्यौरा अंतर्विष्ट हो;

(ज) संस्थान के परिसर के भीतर अथवा बाहर छात्रोंद्वारा अनुशासन बनाए रखने के संबंध में सभी संगत निदेश और विशेषरूप से किसी छात्र अथवा छात्रों की रैगिंग निषिद्ध करने संबंधी ऐसे अनुशासन को बनाए रखने और उनका उल्लंघन किए जाने के परिणामों और संगत सांविधिक विनियामक प्राधिकरण द्वारा इस संबंध में तैयार किए गए किसी विनियम के उपबंधों का उल्लंघन किए जाने के परिणामों का ब्योरा अंतर्विष्ट होगा; तथा

(ट) आयोग द्वारा यथा विनिर्दिष्ट कोई अन्य जानकारी:

वर्तमान प्रत्येक संस्थान इस विनियम के खंड (क) से (ट) में उल्लिखित जानकारी को अपनी वेबसाइट पर प्रकाशित/अपलोड करेगा और विभिन्न समाचार-पत्रों और अन्य मीडिया के माध्यम से प्रमुखता से प्रदर्शित करते हुए विज्ञापनों के माध्यम से इच्छुक छात्रों और आम जनता का ध्यान वेबसाइट पर इस तरह के प्रकाशन की ओर दिलाया जाएगा।

2. प्रत्येक संस्थान अपनी विवरणिका की प्रत्येक मुद्रित प्रति का मूल्य निर्धारित करेगा, जोकि विवरणिका के प्रकाशन और वितरण की उचित लागत से अधिक नहीं होगी और विवरणिका के प्रकाशन, वितरण या विक्री से कोई लाभ अर्जित नहीं किया जायेगा।

## 5. छात्र शिकायत निवारण समितियां (एसजीआरसी)

(i) संस्थान से संबंधित किसी पीड़ित छात्र की किसी भी शिकायत छात्र शिकायत निवारण समिति (एसजीआरसी) के अध्यक्ष को संबोधित की जाएगी।

(ii) प्रत्येक संस्थान छात्रों की शिकायतों पर विचार करने के लिए निम्नलिखित संरचना के साथ उतनी संख्या में छात्रों की शिकायत निवारण समितियां (एसजीआरसी) का गठन करेगा, जितने किआवश्यकता हो सकती है, नमात;

क) एक प्रोफेसर – अध्यक्ष

ख) संस्थान के चार प्रोफेसर/वरिष्ठ संकाय सदस्य- सदस्य के रूप में।

ग) शैक्षिक योग्यता/खेल -कूद में उत्कृष्टता/सह-पाठ्यचर्या गतिविधियों में प्रदर्शन के आधार पर नामित किए जाने वाले छात्रों में से एक प्रतिनिधि- विशेष आमंत्रित।

घ) अध्यक्ष अथवा कम से कम एक सदस्य का महिला होना चाहिए तथा कम से कम एक सदस्य अथवा अध्यक्ष अनुसूचित जाति/अनुसूचित जनजाति/अन्य पिछड़ा वर्ग से होना चाहिए।

ड) अध्यक्ष और सदस्यों का कार्यकाल दो वर्ष की अवधि के लिए होगा।

च) विशेष आमंत्रित सदस्य का कार्यकाल एक वर्ष का होगा।

छ) बैठक के लिए गणपूर्ति अध्यक्ष सहित लेकिन विशेष आमंत्रित व्यक्ति को छोड़ कर तीन का होगा।

ज) एसजीआरसी अपने समक्ष आने वाली शिकायतों पर विचार करते हुए नैसर्गिक न्याय के सिद्धांतों का पालन करेगा।

झ) एसजीआरसी अपनी रिपोर्ट सिफारिशों के साथ, यदि कोई हो, संबंधित संस्था के सक्षम प्राधिकारी को भेजेगा और उसकी एक प्रति पीड़ित छात्र को, अधिमानतः शिकायत प्राप्त होने की तारीख से 15 कार्य दिवसों की अवधि के अंदर भेजेगा।

ज) छात्रों की शिकायत निवारण समिति के निर्णय से पीड़ित कोई भी छात्र इस प्रकार के निर्णय की प्राप्ति की तारीख से पंद्रह दिनों की अवधि के भीतर लोकपाल के समक्ष अपील कर सकता है।

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

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

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

#### 7. लोकपाल के कार्यकरण:

- (i) लोकपाल, द्वात्रा द्वारा इन विनियमों के तहत उपबंधित सभी विकल्पों को अपनाने के पश्चात् ही पीड़ितद्वात्र की अपील की सुनवाई करेंगे।
- (ii) यद्यपि, परीक्षा के संचालन में अथवा मूल्यांकन की प्रक्रिया में गडबड़ी के मुद्दों को लोकपाल को संदर्भित किया जा सकता है, तथापि, लोकपाल द्वारा उत्तर पुस्तिकाओं के पुर्णमूल्यांकन अथवा अंकों को पुनः योग करने हेतु कोई अपील अथवा आवेदन पर लोकपाल द्वारा सुनवाई नहीं की जाएगी, जब तक कि भेदभाव की किसी विशिष्ट घटना के परिणामों को प्रभावित करने वाली किसी विशिष्ट अनियमितता को इंगित नहीं किया जाता है।
- (iii) लोकपाल, कथित रूप से किए गए भेदभाव की शिकायतों की सुनवाई करने के लिए न्याय मित्र के रूप में किसी भी व्यक्ति की सहायता प्राप्त कर सकता है।
- (iv) लोकपाल पीड़ितद्वात्र (द्वात्रों) से अपील प्राप्त होने के 30 दिनों के भीतर शिकायतों का समाधान करनेके लिए सभी प्रयास करेंगे।

#### 8. लोकपाल तथा द्वात्र शिकायत निवारण समितियों द्वारा शिकायतों के निवारण हेतु प्रक्रिया

- (i) प्रत्येक संस्थान, इस अधिसूचना के जारी होने की तिथि से तीन माह की अवधि के भीतर एक ऑनलाइनपोर्टल तैयार करेगा, जहाँ कोई भी पीड़ितद्वात्र अपनी शिकायत के निवारण के लिए आवेदन कर सकता है।

- (ii) ऑनलाइन शिकायत प्राप्त होने पर संस्थान, ऑनलाइन शिकायत की प्राप्ति के 15 दिनों के भीतरअपनी टिप्पणियों सहित शिकायत को उपर्युक्त छात्र शिकायत निवारण समिति को भेजेगा।
- (iii) छात्र शिकायत समिति, जैसा भी मामला हो, शिकायत की सुनवाई के लिए एक तिथि निर्धारित करेगी जिसकी जानकारी संस्थान और पीड़ितछात्र को दी जाएगी।
- (iv) पीड़ित छात्र या तो व्यक्तिगत रूप से पेश हो सकता है अथवा अपना पक्ष रखने के लिए अपने किसीप्रतिनिधि को अधिकृत कर सकता है।
- (v) छात्र शिकायत निवारण समिति द्वारा समाधान नहीं की गई शिकायतों को इन विनियमों में उपबंधित समयावधि के भीतर लोकपाल को भेजा जाएगा।
- (vi) संस्थान, शिकायतों के शीघ्र निपटान हेतुलोकपाल अथवा छात्र शिकायत निवारण समिति (समितियों), जैसा भी मामला हो, कासहयोग करेगें।
- (vii) लोकपाल, संबंधित पक्षों को सुनवाई का उचित अवसर देने के बाद, कार्यवाही के समापन पर, तत्संबंधी कारणों के साथ, इस प्रकार का आदेश पारित करेगा, जैसा कि शिकायत के निवारण के लिए उपर्युक्त समझा जा सकता है और ऐसी राहत प्रदान कर सकता है जो पीड़ित छात्र के लिए उपर्युक्त हो सकती है।
- (viii) संस्थान के साथ ही साथ पीड़ितछात्र को लोकपाल के हस्ताक्षर के तहत जारी की गई आदेश की प्रतियां उपलब्ध कराई जाएंगी।
- (ix) संस्थान, लोकपाल की सिफारिशों का अनुपालन करेगा।
- (x) जहां शिकायत झूठी या तुच्छ पाई जाती है उस स्थिति में लोकपाल शिकायतकर्ता के विरुद्ध उपर्युक्त कार्रवाई किए जाने की सिफारिश कर सकता है।

#### 9. लोकपाल और छात्र शिकायत निवारण समितियों के संबंध में जानकारी:

संस्थान अपनी वेबसाइट और अपनी विवरणिका में स्पष्ट रूप से इसके क्षेत्राधिकार में आने वाली छात्र शिकायत निवारण समिति(समितियों) तथा अपील किए जाने के प्रयोजनार्थ लोकपाल के संबंध में सभी संगत जानकारियां उपलब्ध कराएंगा।

#### 10. अनुपालन नहीं किए जाने के परिणाम

आयोग, किसी भी संस्थान के संबंध में, जो जानबूझकर इन विनियमों का उल्लंघन करते हैं अथवा बार-बार लोकपाल या छात्र शिकायत निवारण समितियों की सिफारिश का पालन करने में विफल रहते हैं, जैसा भी मामला हो, जब तक संस्थान आयोग की संतुष्टि तक इन विनियमों का अनुपालन नहीं करता है, तब तक संस्थान के विरुद्ध निम्नवत् एक या एक से अधिक कार्यवाहियां की जा सकती हैं,

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

- च) उपयुक्त मीडिया में प्रमुखता से प्रदर्शित कर और आयोग की वेबसाइट पर पोस्ट कर प्रवेश हेतु संभावित अभ्यर्थियों सहित जनसाधारण को सूचित करनातथा 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;
- अ) 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।

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

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

प्रा. मनिष र. जोशी, सचिव

[विज्ञापन-III/4/असा./13/2023-24]

## UNIVERSITY GRANTS COMMISSION

### NOTIFICATION

New Delhi, the 11th April, 2023

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

**F.1-13/2022 (CPP-II).**— In exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Redress of Grievances of Students) Regulations, 2019, the University Grants Commission hereby makes the following regulations, namely -

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

- (a) These regulations shall be called as the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.
- (b) They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.
- (c) They shall come into force from the date of their publication in the Official Gazette.

#### 2. OBJECTIVE

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

### 3. DEFINITION:

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

- (a) “Act” means the University Grants Commission Act, 1956 (3 of 1956);
- (b) “aggrieved student” means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (c) “college” means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- (d) “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (e) “declared admission policy” means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- (f) “grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
  - i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
  - ii. irregularity in the process under the declared admission policy of the institution;
  - iii. refusal to admit in accordance with the declared admission policy of the institution;
  - iv. non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
  - v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
  - vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
  - vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
  - viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
  - ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
  - x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
  - xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
  - xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
  - xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
  - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
  - xv. denial of quality education as promised at the time of admission or required to be provided;
  - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
  - xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
  - xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

- (g) "Institution" means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University Grants Commission Act, 1956.
- (h) "Ombudsperson" means the Ombudsperson appointed under these regulations;
- (i) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;
- (j) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
- (k) "Students' Grievance Redressal Committee (SGRC)" means a committee constituted under these regulations, at the level of an institution; and
- (l) "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.

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

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

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

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

(2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution, or sale of prospectus.

#### 5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):

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

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

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

#### 7. FUNCTIONS OF OMBUDSPERSON:

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

- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

**8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

**9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students' Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

**10. CONSEQUENCES OF NON-COMPLIANCE:**

The Commission shall in respect of any institution, which wilfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Students' Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions till the institution complies with these Regulations to the satisfaction of the Commission, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;

- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) declaring the institution ineligible to offer courses through Online/ODL mode for a specified period;
- (e) withdrawing / withholding / suspending the approval for offering courses through Online/ODL mode;
- (f) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (g) recommend to the affiliating University for withdrawal of affiliation, in case of a college;
- (h) take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;
- (i) recommend to the Central Government, if required, for withdrawal of declaration as institution deemed to be a University, in case of an institution deemed to be University;
- (j) recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
- (k) such other action as may be deemed necessary and appropriate against an institution for non-compliance.

Provided that no action shall be taken by the Commission under this regulation, unless the institution has been provided an opportunity of being heard to explain its position.

11. Nothing mentioned herein above in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Redress of Grievances of Students) Regulations, 2019; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

Prof. MANISH R. JOSHI, Secy.  
[ADVT.-III/4/Exty./13/2023-24]



# भारत का राजपत्र

## The Gazette of India

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प्राधिकार से प्रकाशित

PUBLISHED BY AUTHORITY

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No. 12] NEW DELHI, SATURDAY, MARCH 23—MARCH 29, 2013 (CHAITRA 2, 1935)

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]

[सार्वानिक 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 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.

AKHILESH GUPTA  
Secy.

विद्या स मतमनुते



एन सी ई आर टी  
NCERT

# क्षेत्रीय शिक्षा संस्थान

## REGIONAL INSTITUTE OF EDUCATION

राष्ट्रीय मूल्याकांन एवं प्रत्यायन परिषद् द्वारा 'ए' + श्रेणी प्रदत्त

Accredited by NAAC with A+ Grade

(राष्ट्रीय शैक्षिक अनुसंधान और प्रशिक्षण परिषद्)

(National Council of Educational Research & Training )

(शिक्षा मंत्रालय भारत सरकार के अधीन एक स्वायत्त संगठन)

(An Autonomous Organization under Ministry of Education, Government of India)

कप्तान दुर्गा प्रसाद चौधरी मार्ग, अजमेर-305004

Capt. D.P. Choudhary Marg, Ajmer-305004

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वेबसाईट (Website) rieajmer.raj.nic.in

F.No.1/RIEA/IQAC/2017-18/

Dated: 10-6-2023

To whom it may concern

This is to certify that Regional Institute of Education, NCERT, Ajmer follows the Institutional guidelines published in **The Gazette of India** notified on page no. 807-816 in March 23 – March 29, 2013 (Chaitra 2, 1935) edition (copy attached) for redressal of students' grievances.

  
10/6/2023  
Principal

प्रो. एस.वी. शर्मा

Prof. S.V. Sharma

प्राचार्य / Principal

क्षेत्रीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer



# क्षेत्रीय शिक्षा संस्थान

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वेबसाईट (Website) rieajmer.raj.nic.in

F.No.1/RIEA/IQAC/2017-18/

Dated: 10-6-2023

### To whom it may concern

This is to certify that following is the detail of students' grievance redressal committees including sexual harassment and ragging for the last 5 years:

Year	Order No.	Date	Highlighted and Duly Signed with Seal by Principal
2017-18	No.F.1-3/PA/2017/2278-2325	26.07.2017	Attached as Annexure No. 1
2018-19	No.F.1-3/PA/2017/190-233	11.04.2018	Attached as Annexure No. 2
2019-20	No.F.1-3/PA/2019/2511-2516	14.10.2019	Attached as Annexure No. 3
2020-21	No.F.1-3/PA/2020/4007	16.12.2020	Attached as Annexure No. 4
2021-22	No.F.1-3/PA/2020/1185-1186	20.07.2021	Attached as Annexure No. 5
2022-23	No.F.1-3/PA/2022/3088-3137	06.09.2022	Attached as Annexure No. 6

10.6.2023

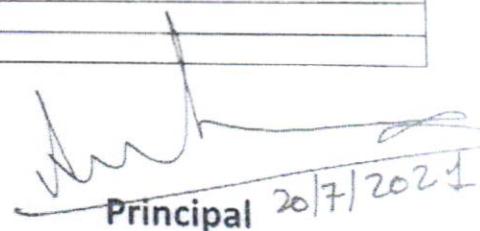
Principal

प्रो. एस.वी. शर्मा  
Prof. S.V. Sharma  
प्राचार्य / Principal  
क्षेत्रीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer

		Dr. R.K. Sharma Dr. Patanjali Sharma Sh. Muzammil Hasan, HM, DMS I/c Primary Section, DMS	Member Member Member Member Member
31.	NCC and other Activities	Dr. A.K. Nainawat	Chairperson
		Administrative Officer	Member
		Sh. Sanjay Singh Rawat, DMS	Convener
		Sh. Mahesh Kumar	Co-convener
32.	CEE	Prof. K. Chandrashekher	Nodal Officer
		Prof. Sayug Yadav	Member
		Prof. R.B. Pareek	Member
		Dr. Albert Horo	Member
33.	State / UT Coordinators	Sh. Dinesh Chand Jangid	Co-convener
		Dr. A.K. Arya	Rajasthan
		Dr. A.K. Nainawat	Uttarakhand
		Dr. V. P. Arya	Himachal Pradesh
		Dr. R.K. Sharma	Jammu & Kashmir and Ladakh
		Dr. Patanjali Sharma	Chandigarh & Punjab
34.	Campus Beautification and Theme Park Maintenance Committee	Dr. O.P. Meena	Delhi and Haryana
		Sh. Muzammil Hasan	Uttar Pradesh
		Dean of Instructions	Chairperson
		Head DESM	Member
		Chief Warden	Member
		Dr. V.P. Arya, Dr. A.K. Gupta	Member
		Sh. J.P. Narayan	Member
		Dr. O. P. Meena	Convener
		HM, DMS	Member
		S.O. (C&W)	Member
35.	Infrastructure Development, Maintenance and Monitoring Committee for Institute's & School's Building, Hostels and Campus	Care taker	Member
		Sh. Amit Kumar Awasthi, DMS	Co-convener
		Dr. Vineet Kumar Sharma	Member
		WET (Agriculture)	Member
		Principal	Chairperson
		Dean of Instructions	Member
		Dean ( Research )	Member
		Prof. K. Chandrasekhar	Member
		All Heads	Member
		Deputy Librarian	Member
36.	Women's Cell & Committee Against Sexual Harassment (CASH)	Chief Warden	Member
		I/c Guest House	Member
		HM, DMS	Member
		Administrative Officer	Member
		Accounts Officer	Member
		S.O. (C&W)	Convener
		I/c Physical Education	Member
		Care Taker	Member
		Dr. Meenakshi Meena	Chairperson
		Dr. Bharti Prakash, Department of Zoology, SPC Govt. College Ajmer	Member
37.	Water Management Committee	Dr. Sneh Sudha	Member
		Ms. Ranjana Nagar	Member
		Dr. Priyanka Chaturvedi, DMS	Member
		Dr. Indu Sharma, DMS	Convener
		Ms. Champa Matai	Member
	प्रो. एस.वी. शर्मा Prof. S.V. Sharma प्राचार्य / Principal क्षेत्रीय शिक्षा संस्थान, अजमेर Regional Institute of Education, Ajmer	Chief Warden	Chairperson
		Medical Officer	Member
		HM, DMS	Member

10/6/2023  
प्रो. एस.वी. शर्मा  
Prof. S.V. Sharma  
प्राचार्य / Principal  
क्षेत्रीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer

		A.O. ACO SO (C&W) Caretaker	Member Member Convener Co-convener
38	Committee for Purchases through GeM	Concerned Head	Chairperson
		Administrative Officer	Member
		Accounts Officer	Member
39	Printing & Publication Committee	S.O. (C&W)	Convener
		Concerned Head	Chairperson
		A.O., ACO, SO (C&W), SO (Academic) S.O. (Estt.)	Members
40	Working with Community Committee	Concerned Store Keeper	Convener
		Dr. Albert Horo Sh. Muzammil Hasan Ms. Ranjana Nagar	Member Convener (B.A. B.Ed.) Member
		Dr. O. P. Meena Dr. Rana Pratap Dr. Sneh Sudha	Convener (B.Sc. B.Ed.) Member Member
		Dr. Meenakshi Meena Dr. Patanjali Sharma Dr. Rajiv Ranjan	Convener (B.Ed.) Member Member
41	Incharges of various sections/labs etc.		
	Language Lab	Prof. Saryug Yadav	
	Mathematics Lab	Prof. P.K. Chaurasia	
	Guest House	Head DEE	
	Geography Lab	Dr. Albert Horo	
	ICT Section (Audio-Video Studio; e-Learning Centre; Computer Labs)	Prof. R.B. Pareek	
	Chemistry Lab	Dr. A.K. Arya	
	Electrical Lab and Innovation Hub	Dr. V. P. Arya	
	Zoology Lab	Dr. A.K. Gupta	
	Physics Lab	Dr. Rana Pratap	
	Botany Lab	Sh. J.P. Narayan	
	Psychology Lab	Dr. Rajeev Ranjan	
	Academic Section	Dr. R.K. Sharma	
	Physical Education	Sh. K.C. Meena	



Principal 20/7/2021

Copy to the following for information/necessary action:

1. Dean of Instructions / Dean (Research)
2. All Heads of Department – for circulation amongst all faculty members of respective Department
3. Chief Warden
4. Deputy Librarian
5. Students' Advisor / Joint Students' Advisor
6. Chairpersons and Conveners of all the committees.
7. Dr. Bharti Prakash, Department of Zoology, SPC Govt. College Ajmer
8. HM DM School, I/c Primary Section, DM School
9. Medical Officer, Administrative Officer, Accounts Officer, APC (P), SO (Establishment), SO – (Campus & Welfare Section and Academic Section)
10. S.O (Establishment) for circulation to all concerned.
11. Security Supervisor



प्रो. एस.वी. शर्मा  
Prof. S.V. Sharma  
प्राचार्य / Principal  
क्षेत्रीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer

10/6/2023

		Sh. Hariom Sharma, DMS Ms. Neelam Bhaduria, DMS Sh. Manish Kalwani	Member Member Co-convener
18.	Academic Monitoring Committee	Dean of Instructions All Heads I/c Botany Section I/c Chemistry Section I/c Academic Section I/c Language Lab I/c Geography Lab. I/c Physics Section I/c Mathematics Section I/c Zoology Section I/c Psychology Lab	Chairperson Members Member <b>Convener</b> Member Member Member Member Member Member Member Member
19.	Library Committee	Prof. B. Barthakur All Heads Dr. B.K. Jha	Chairperson Members <b>Convener</b>
20.	Population Education Cell	Prof. Ayushman Goswami Dr. Meenakshi Meena Dr. A.K. Gupta Dr. O.P. Meena Ms. Ranjana Nagar HM, DMS Sh. Sartaj Singh, DMS Sh. Devendra Kumar Yadav, DMS Ms. Neha Verma, DMS	Chairperson Member <b>Convener</b> Member Member Member Member Member Member Member
21.	Research Committee	Prof. P.K. Chaurasia All Heads Prof. K. Chandrasekhar Prof. P.C. Acharya	Chairperson Members <b>Convener</b> Members
22.	Extension Lectures Committee	Head DEE Sh. J.P. Narayan Sh. Muzammil Hasan Ms. Ranjana Nagar Sh. Shailesh Agarwal	Chairperson Member <b>Convener</b> Member Co-convener
23.	Academic Forum Lecture Series	Dean of Instructions Prof. P.C. Acharya Head DEE I/c ICT Dr. Meenakshi Meena HM DMS Sh. Ramakaut Juadi Sh. Ratan Singh	Chairperson Member Member <b>Convener</b> Member Member Member Co-convener
24.	Minority Cell	Dr. Albert Horo Sh. Muzammil Hasan Sh. Sartaj Singh, DMS	Chairperson <b>Convener</b> Member
25.	Inclusive Education and Counselling Cell	Prof. K. Chandrasekhar Prof. P.C. Acharya Dr. Meenakshi Meena Dr. Rana Pratap Sh. Muzammil Hasan Dr. Rajiv Ranjan HM, DMS Ms. Kumari Meera Sinha Sh. Sitaram Meena, DMS I/c Primary Section, DMS	Chairperson Member Member Member Member <b>Convener</b> Member Member Member Member

10/6/2023

प्रो. एस.वी. शर्मा  
Prof. S.V. Sharma  
प्राचार्य / Principal  
क्षेत्रीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer

26.	Newsletter/Institute Magazine Committee	Dr. A.K. Arya Dr. Ram Niwas Students' Advisor Dr. Sneh Sudha Ms. Ranjana Nagar Sh. Hariom Sharma, DMS Sh. Guman Singh, DMS Ms. Gayatri Jagatyani, DMS Ms. Neelam Bhadhaulia, DMS Sh. Deepak Kumar, DMS I/c Primary Section, DMS	Convener Member Member Member Member Member Member Member Member Member Member Member
27.	Internal Assessment cum Examination Committee	Dean of Instructions Dr. Albert Horo I/c Academic Section Dr. Patanjali Sharma Dr. Rajiv Ranjan Dr. Sneh Sudha	Chairperson Member Convener Member Member Member
28.	M.D.S. University Practical Examination Committee	Dean of Instructions Head DE Head DESSH Head DESM	Chairperson Convener (B.Ed. & M.Ed.) Convener (B.A. B.Ed.) Convener (B.Sc.B.Ed.)
29.	Art & Aesthetic Education and committee for organization of Arts and Aesthetics Workshop	Dean of Instructions Prof. Ayushman Goswami I/c Studio Dr. Meenakshi Meena Ms. Ranjana Nagar Dr. B.K. Jha Sh. Magan Lal Meena, DMS Dr. O. P. Meena Dr. Rana Pratap Sh. Devendra Kumar Yadav, DMS	Chairperson Convener (M. Ed. & B. Ed.) Member Member Convener (B. A. B. Ed.) Member Member Convener (B. Sc. B. Ed.) Member Member
30.	Samagra Shiksha Cell	Prof. K. Chandrasekhar Dr. Albert Horo Dr. Rana Pratap Dr. Rajiv Ranjan Sh. Magan Lal Meena, DMS Ms. Neha Verma, DMS Ms. Monika Saini, DMS Ms. Neha Sharma, DMS	Nodal Officer Member Member Member Member Member Member Member
31.	CEE	Prof. K. Chandrashekher Prof. R.B. Pareek Dr. Albert Horo I/c Academic Section Sh. Dinesh Chand Jangid	Nodal Officer Convener Member Member Co-convener
32.	Committee for Purchases through GeM	Concerned Head Administrative Officer Accounts Officer SO (C&W)	Chairperson Member Member Convener
33.	NSS Activities	Dr. Albert Horo Dr. R.K. Sharma Dr. Sneh Sudha Administrative Officer Accounts Officer Sh. Nirmal Kumar	Chairperson Convener Member Member Member Co-convener
34.	NCC and other Activities	Dr. A.K. Nainawat Administrative Officer Sh. Sanjay Singh Rawat, DMS Sh. Nirmal Kumar	Chairperson Member Convener Co-convener
35.	State / UT Coordinators	Dr. A.K. Nainawat Dr. Rana Pratap Dr. V. P. Arya Dr. R.K. Sharma Dr. Patanjali Sharma	Uttarakhand Rajasthan Himachal Pradesh J & K and Ladakh Chandigarh & Punjab

मेरे प्रमुख द्वारा  
Prof. S. K. Sharma  
प्राचार्य / Principal  
क्षेत्रीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer

		Dr. O.P. Meena Sh. Muzammil Hasan	Delhi and Haryana Uttar Pradesh
36.	Learning Outcomes Committee	Dean of Instructions Prof. B. Barthakur Head DE Dr. Albert Horo Dr. Ram Niwas Dr. Rana Pratap Dr. A.K. Nainawat Dr. Meenakshi Meena Dr. A.K. Gupta Dr. V.P. Arya Dr. O.P. Meena, Dr. R.K. Sharma Dr. Patanjali Sharma Sh. Muzammil Hasan, HM, DMS I/c Primary Section, DMS	<b>Chairperson</b> Member <b>Convener</b> Member Member Member Member Member Member Member Member Member Member Member Member Member Member Member Member Member Member
37.	Greening of Campus, Swachhata, Campus Development, Beautification & Theme Park Maintenance Committee	Dean of Instructions All Heads Prof. B. Barthakur Prof. P.K. Chaurasia Chief Warden Dr. A.K. Gupta Dr. V.P. Arya, Sh. J.P. Narayan Dr. O. P. Meena HM, DMS Administrative Officer Accounts Officer S.O. (C&W) Care taker Sh. Amit Kumar Awasthi, DMS Dr. Vineet Kumar Sharma WET (Agriculture)	<b>Chairperson</b> Members Member Member Member Member Member Member Member Member Member Member Member Member <b>Convener</b> Member Co-convener Member Member
38.	Water Management Committee	Chief Warden Medical Officer HM, DMS Administrative Officer Accounts Officer SO (C&W) Caretaker	<b>Chairperson</b> Member Member Member Member <b>Convener</b> Co-convener
39.	Women's Cell & Committee Against Sexual Harassment (CASH)	Dr. Meenakshi Meena Dr. Bharti Prakash, Department of Zoology, SPC Govt. College Ajmer Dr. Sneh Sudha Ms. Ranjana Nagar Dr. Priyanka Chaturvedi, DMS Legal Advisor Administrative Officer SO (Estd.) Ms. Champa Matai Sh. D.R. Yadav	<b>Chairperson</b> Member Member Member Member Member <b>Convener</b> Member Member
40.	Printing & Publication Committee	Concerned Head HM Administrative Officer Accounts Officer SO (C&W) SO (Academic) SO (Estd.) Concerned Store Keeper	<b>Chairperson</b> Member Member Member Member Member Member <b>Convener</b>

प्राचाय / Prachay  
क्षेत्रीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer

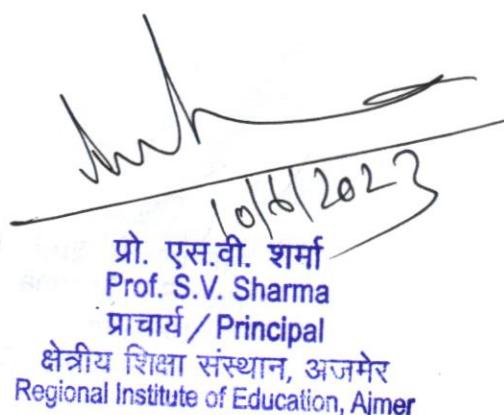
41.	Planning, Development, Maintenance and Monitoring Infrastructure Committee for Institute's & School's Building, Hostels and Campus	Principal Dean of Instructions All Heads Prof. B. Barthakur Prof. P.K. Chaurasia Prof. K. Chandrasekhar Deputy Librarian Chief Warden I/c Guest House HM, DMS Administrative Officer Accounts Officer S.O. (C&W) I/c Physical Education Care Taker	Chairperson Member Members Member Member Member Member Member Member Member Member Member Member Convener Member Member
42.	Working with Community Committee	Dean of Instructions Dr. Albert Horo Ms. Ranjana Nagar Dr. Sneh Sudha Dr. O. P. Meena Dr. Rana Pratap Dr. Patanjali Sharma Dr. Meenakshi Meena Sh. Muzammil Hasan Dr. Rajiv Ranjan	Chairperson Member Convener (B.A. B.Ed.) Member Convener (B.Sc. B.Ed.) Member Member Convener (B.Ed.) Member Member
43.	Legal Cell	Administrative Officer Legal Advisor S.O.(Estt.) Security Supervisor Dealing Clerk	Chairperson Member Convener Member Member
44.	In-charges of various sections/labs etc.	Mathematics Botany ICT (Audio-Video Studio, e-Learning Centre & Computer Lab) Guest House Geography & Language Lab Chemistry Electrical Lab and Innovation Hub Zoology Physics Psychology Lab Academic Section Physical Education	Prof. P.K. Chaurasia Prof. B. Barthakur Prof. R.B. Pareek Head DEE Dr. Albert Horo Dr. A.K. Nainawat Dr. V. P. Arya Dr. A.K. Gupta Dr. Rana Pratap Dr. Rajeev Ranjan Dr. R.K. Sharma Dr. Vineet Kumar Sharma



Principal 6/6/2022

Copy to the following for information/necessary action:

- Dean of Instructions
- All Heads of Department – for circulation amongst all faculty members of respective Department
- Chairpersons, Conveners of all the committees and all individual concerned.
- Chief Warden /Deputy Librarian/Wardens/Students' Advisor / Joint Students' Advisors
- Dr. Bharti Prakash, Department of Zoology, SPC Govt. College Ajmer
- HM DM School, I/c Primary Section, DM School
- Medical Officer, Administrative Officer, Accounts Officer, APC (P)
- SO (AcademicC&W and Estt. Sections)
- S.O (Estt.) for circulation and e-mail to all concerned.
- Security Supervisor
- Dispatch Clerk, Establishment Section (to send this notice by e-mail to all concerned)
- Guard File



प्रो. एस.वी. शर्मा  
Prof. S.V. Sharma  
प्राचार्य / Principal  
क्षेत्रीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer

प्रिया जी:

ज्ञानमान परीक्षा / नियंत्रक  
क्षेत्रीय शिक्षा अनुसंधान  
(अजमेर)

10/6/2023

प्रो. एस.वी. शर्मा  
Prof. S.V. Sharma  
प्राचार्य / Principal  
क्षेत्रीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer

दिनांक: 5/07/22

विषय: नायिक परीक्षा के संदर्भ में

महोदया,

ज्ञानमान प्रियदर्जन का प्रकार है कि हम क्षेत्रीय शिक्षा अनुसंधान के वर्तुल वर्ष के विद्यार्थी हैं। आपके हारा निकाली गयी विज्ञापन क्रमांक: पांच/निम्न/मदसंवेदी/2022/2828 की सूचना के अनुसार हमारे परीक्षा पैटर्न में पांच प्रश्न [कर द्वानीट में से एक] होंगे जो की असाधारण हैं। युर्ज करने का उल्लेख है, किंतु हम चाहते हैं कि हमारी परीक्षा पुराने पैटर्न के अनुसार (प्रियामें हर यूनिट में से एक प्रश्न तीन घंटे में युर्ज करने हैं) ही कराई जाए।

क्षमता के अतिरिक्त, परीक्षा में बहुतर प्रदर्शन होने वाले विद्यार्थी की परीक्षा के बीच वांछित अंतराल [न्यूनतम एक दिन] दिनों की रूपा करें। आपको अनुशोध है कि आप आतिशीघ्र इन असाधारण करने की रूपा करें।

मुद्रान्यवाद

प्राची

वर्तुल वर्ष विद्यार्थी (BSc BED व BA BEd)

क्षेत्रीय शिक्षा अनुसंधान

अजमेर

2023  
5/7/2022

राज्यकार्यालय, अजमेर

RAM  
5/7/22

संगीत पाल नारा

श्रीवा में  
प्राचार्य

अोपेत्ताम्

क्षेत्रीय शिक्षा राज्यालय, अजमेर.  
राजस्थान - 305004 श्री. एम. एम.

पुनार्वि अकालमेष्टशारवा

31032

शिक्षा संस्थान  
दातवरी रा. 15.9.23  
दिनांक 31/03  
अजमेर  
★ 20

10/6/2021

प्रो. एस.वी. शर्मा  
Prof. S.V. Sharma  
प्राचीन / Principal  
क्षेत्रीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer

## गहोदय दिनांक

दिनांक 19/03/2022 की बी.रस.सी बी.रड प्रथम वर्ष का परीक्षा परिणाम घोषित हुआ था। परीक्षा परिणाम को देखकर ऐसा प्रतीत हो रहा है कि मूलयांकन में कही न कही कुछ अलग हुई है। इस सन्दर्भ में हम सभी ऊपका इयान आकर्षित करना चाहते हैं।

महार्षि दयानन्द सरस्वती विश्वविद्यालय द्वारा कौशिना महामारी का  
कारण परिस्थितिवश प्रश्नपत्र में यूनिट बाध्यता को न मानते  
हुए कुल 10 प्रश्न से कोई भी 5 प्रश्न करते को निर्देशित  
किया गया था एवं आंतरिक विकल्प (अधावा) की बाध्यता भी  
समाप्त कर दी गयी थी। अतः हम सभी विद्यार्थियों ने निर्देशानुसार  
यूनिट की बाध्यता को न मान कर प्रश्नों के उल्लंघन दिया था।

परंतु प्रीक्षा परिणाम के पश्चात प्राप्तांक को देखकर यह प्रतीत होता है कि MDSU व क्षेत्रीय शिक्षा संस्थान के बीच इस विषय में स्पष्ट निर्देशन या संवाद न होने के कारण हात्रों के

5/9

गणित-१ व भौतिक विज्ञान-१ उत्तरपुस्तिका का मूल्यांकन  
भी पुरानी विधि द्वारा किया गया है।

अतः आपसे विनम्र निवेदन है कि हम सभी विद्यार्थियों  
के अविष्य को ध्यान में रखते हुए, इस संदर्भ का व्याशील  
संज्ञान लेते हुए उपर्युक्त विषयों को पुनर्मूल्यांकन के  
पश्चात परिणामों की पुनर्दीगणा करवाने के द्वारा से उपित  
कार्यवाही करने की कृपा करें। हम सभी सदैव आभारी रहेंगे।

### संधेवाद

बी.एस.सी बी.एड (सन्त्र 2020-21) के समस्त विद्यार्थी  
क्षेत्रीय शिक्षा संस्थान, अजमेर

दिनांक : 31/03/2022

10/6/2023  
प्रो. एस.वी. शर्मा  
Prof. S.V. Sharma  
प्राचार्य / Principal  
क्षेत्रीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer

विद्यार्थियों के परिणाम को देखने पर सात हजार कि  
कुछ विद्यार्थियों के विषय भी गलत दर्शाए  
जाए हैं। नोंदा-८. ५५५०४२, ५५५०४५.

1/4/22

संवाद में

प्राचार्य

क्षेत्रीय शिक्षा संस्थान

अजमेर, राजस्थान

10/06/2023

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प्रो. एस.वी. शर्मा  
Prof. S.V. Sharma  
प्राचार्य / Principal  
क्षेत्रीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer

विषय: सीनियर हातों द्वारा अंगिंग के संबंध में।

महोदय,

सविनय निवेदन यह है कि मैं ली.रु.बी.एड. डिटीय  
वर्ष (2018-19) का हात हूँ। मुझे बीते अप्रैल से ली.रु.  
व ली.सस.सी.बी.एड. तृतीय व चतुर्थ वर्ष के कुछ हात  
निरंतर गालियाँ होते हैं और धमकी दी जाती हैं।  
कॉलेज के बाहर आमे पर पिटाई करते हैं।

उपरोक्त हातों में आकाश चौधरी, शशांक चाहल [A]  
सहित कई अन्य हात शामिल हैं। जिनके नाम मुझे  
नहीं पता, बल्कि वो कॉलेज के ही हात हैं।

अतः आपने निवेदन है कि इस संदर्भ में  
उचित कार्रवाई की जाये ताकि मैं सामाजिक रूप  
से स्वतंत्र मार्डील में अपनी शिक्षा जारी  
रख सकूँ।

आपकी आति महान कृपा होगी।

संदेशवाद

आपका शिष्य

शिवराज

ली.रु.बी.एड. डिटीय वर्ष (2018-19)

श्र. रो. सं. अजमेर

दिनांक - 10-07-2018

Sri Jagdish/APC(A)  
Kindly ask these two boys  
(marked 'n') to be present  
in R. No. 50 at 4.00 PM  
today. Positively failing which  
action will be initiated.  
GPA 10.7.18

प्रता मे

ग्रीष्म त्रिवर्षीय निवेदन

तृतीय शिक्षा संस्थान अजमेर,

विषय :- द्विवार्षीय दर्जी केरने ते तरंग कार्यवाही के रवाना वार्षिक विषय  
महोत्तम,

उपरोक्त विषयांत्तमि सारिनाय नम् निवेदन है कि मे प्राची बा.प्सी. BA.P.S.  
IV year का छोड़ हूँ। श्रीमान आपा दिनांक 26/11/2019 को दोपहर अ.  
(प्रता Pratapsingh)  
Assembly hall मे का तृतीय वर्ष के द्वारा शिष्य आनन्द, दिव्यांशु  
यादव; अकिंत सिमर; गोरक्ष, मैदन चौधारी ने आकर मेरे साथ  
गाली गलौध तेथा विरोध करने पर मेरे साथ मारपीट का तोहा  
दोगतिथों दी और मारपीट मेरे भीते मेरा Phone नीचे ऊपर पड़ा  
मैंने उसकी ओर से Screen टूट गई।

अतः मुझे इस पर कार्यवाही चाहिए, तेथा प्रसादन  
से मुझे आश आशवासन है कि आगे से भवित्व मेरे  
साथ कस तरह की अधिक घटना पुनः न हो। तेथा मेरे  
Phone की Screen को सती करवाने की कृपा करें।

आपका आशा कारी विषय

अनुल प्रताप सिंह

B.A. B.Ed IV year.

दिनांक - 26/11/2019

नं/२१-११९

४५८

८.१.८०

प्र०. एस.वी. शर्मा  
Prof. S.V. Sharma

प्र०. एस.वी. शर्मा  
Prof. S.V. Sharma  
प्र०. एस.वी. शर्मा / Principal  
द्वेषीय शिक्षा संस्थान, अजमेर  
Regional Institute of Education, Ajmer

८८५

१०/६/२०२३

जी.सि.सी. अंगरेज  
R.I.E., Ajmer  
मासी सं.....  
Duty No....557  
शिक्षा/Date.....  
With Dated  
28 NOV 2019

सेवा में

श्रीमान प्रधानालाय  
कौशिक्य शिक्षा संस्थान  
अजमेर (राजस्थान)

10/6/2023

प्रो. एस.वी. शर्मा

Prof. S.V. Sharma

प्राचार्य / Principal

कौशिक्य शिक्षा संस्थान, अजमेर

Kaushiky Shiksha Institute of Education, Ajmer

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(1)

विषय: विकलांगता पर अध्ययनी की संस्कारण (हेतु)

महोदय, साक्षर वर्ष लिखेवा हूँ कि मैं कामलेश नी. ए.वी. ए.ड. वृत्तिया वर्ष  
कौशिक्य शिक्षा संस्थान, अजमेर का छाता हूँ। मैं शारीरिक का  
से विकलांग हूँ। मैं आज सायं 4:30 बजे घरेला देकर भासागर  
जा रहा था, तब आसिन आसिन, लिहारी तथा को अब छाता के  
पैर तिंगलागता के ऊपर अध्ययनी की थी, इससे मेरे मन  
को छेल पहुँची है। इसके पश्चात शाम को सिंहार्थि मुख्य सामने से  
बाहर आया तो मैंने उससे उच्च धरना पर बात करने की कोँछी दी  
की तो वह हुगा! अध्ययनी तरीके से व्यवहार करने लगा तथा मुझे  
गालीयां भी दिया गया, लेगड़ों को लेगड़ा ही लेगड़ा ही। इसके  
तुरंत ऊपर हाथा-पांडा छार्स भर दी। मैं सहायी मेरे साथ थे  
इसलिए अध्ययनी मुझे दानी दी। पहुँचा पाया और उसने मुझे  
धमकी भी दी, तू रहता तो हास्टल मैं ही हूँ, तुम्हें बद्दों द्वारा लगा हो।  
अब मैं हास्टल में ३१५८ - ३१५९ को अनुसारी भवन पर रहा हूँ।  
अतः मैं प्रवासन ले अनुरोध करता हूँ कि जी माल उपर से  
विकलांगता को मध्य जगर रखते हुए धरना की गोप्तिल को  
रखें तो या उपर कार्यवाही भरें।

३१५८ अप्रैल २०१९

मा श्री

कामलेश  
०६/०६/२०१९

कामलेश (मेरि. ए.वी. ए.ड. वृत्तिया वर्ष)

दिनांक - ०६/०६/२०१९