



विश्वविद्यालय अनुदान आयोग
University Grants Commission
(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)
बहादुर शाह जफर मार्ग, नई दिल्ली - 110002
Bahadur Shah Zafar Marg, New Delhi - 110002
Phone: 011-23604100



ज्ञान - विज्ञान विमुक्तये

F.No.1 - 1/2018(PG)

The Registrar,

University of Lucknow,

Lucknow - 226007, Uttar Pradesh

Sub: **Regarding Public Grievances**

Sir/Madam,

It is in continuation of earlier UGC communication D.O. No. F.1-1/2013 (PG) dated 5th February, 2019 wherein universities were asked for having a notice board/flex board fixed near the office of the Vice-Chancellor to ensure publicity/awareness of the establishment of Grievance Redressal Mechanism to reduce the load on the PG portal of DARPG (Copy enclosed). The colleges affiliated to your universities, if any, may also be asked to take action immediately.

It is requested to send a Compliance Report through e-mail at pgcell509@gmail.com and intimate by post to UGC.

This may please be treated as urgent.

1st April, 2019

5 APR 2019

Yours faithfully,

Usha Arya

(Usha Arya)

Under Secretary

No - UGC - 8367 - 68

Dt - 02/5/19

Copy forwarded to following for info: -

- ① The Principal of all affiliated Degree College U.K.
- ② Incharge DRC To Upload University Portal. U.K.

By
BY REGISTRAR
LUCKNOW UNIVERSITY



प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



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D.O.No.F.1-1/2013(PG)

5th February, 2019

Respected Madam/Sir,

Kindly refer to earlier UGC communication D.O.No.F.2-1/2013(PG/Pt. File) dated 9th August, 2017 (copy enclosed), wherein, universities/HEIs were requested to have a 'notice board/flex board fixed near the office of the Vice-Chancellor/Director/Dean/Principal of the University/Institute/College to ensure publicity/awareness of the establishment of Grievance Redressal Mechanism and Students Grievance Portal. This would not only help in reducing the number of grievances being received by the MHRD on the CPGRAMS portal but would also cut down the delay in redressing the grievances of the students. However, there have been representations by the Appellants/Petitioners who are not satisfied with the response/time taken in disposing of the grievances. In this connection, both DARPG and Ministry of HRD have emphasized that all Educational institutions be requested to take action on prominent display of information regarding grievance redressal mechanism.

It is, therefore, requested to kindly take the following necessary actions:

- a) Speed up the disposal of grievances and reduce the number of pending grievances.
- b) Fix up Notice Boards at prominent places giving following details for the convenience of students and their parents/guardians:
 1. Name of the Vice-Chancellor/Director/Registrar/Principal
 2. Name of the Nodal Person with phone number & e-mail address
 3. Details of online grievance portals
- c) The colleges affiliated to your university, if any, may also be asked to take above mentioned necessary action immediately.

Further, it is requested to upload a compliance report at University Activity Monitoring Portal (<https://www.ugc.ac.in/uamp>) within a week by providing photographs of such Notice Boards installed/fixed by the Institution. This may please be treated as Urgent.

With kind regards,

Yours sincerely,

(Rajnish Jain)

To

The Vice Chancellors of all Universities,
Principals of Colleges