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सचिव

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University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)  
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8<sup>th</sup> August, 2017

Dear Sir/Madam,

This has reference to UGC's letters No.1-2/2012(website) dated 14<sup>th</sup> July, 2014 and 3<sup>rd</sup> September, 2014 regarding Online Students' Grievance Redressal Portal.

The Ministry of Human Resource Development, Government of India, vide its letter No. 9-24/2017-U.II dated 3<sup>rd</sup> June, 2017 has desired UGC to issue a necessary advisory to all higher educational institutions (HEIs) for having 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 Grievances Portal.** This would reduce the load on the PG portal of DARPG and also ensure effective redressal of the grievances.

Accordingly, keeping in view the importance of the issue, I seek your personal indulgence in the matter and request you to **kindly exhibit a notice board giving details of the PG Portal of UGC (<http://www.ugc.ac.in/grievance/>) in your esteemed University and also ensure the same in your affiliated colleges.**

The Nodal Officer, the person in-charge of the Grievance Redressal Cell of your University will monitor and respond to students' grievances lodged on the portal. The Nodal Officers in addition to handling grievances of respective University will also be responsible for handling grievances of colleges affiliated to their university and report the action taken on the portal.

This may please be treated as **urgent**.

With warm regards,

Yours sincerely,

(Jaspal S. Sandhu)

The Vice-Chancellor of all the Universities.

Copy to:

✓ The Publication Officer, UGC, New Delhi for uploading on UGC website.

(Jaspal S. Sandhu)