



**BLDEA's  
J.S.S. College of Education,  
Vijayapur**

**Criterion 5 - Student Support and Progression**

5.1.3: The institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases such as

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<b>Sl.No</b>	<b>Particulars</b>
<b>1</b>	<b>Institution has guidelines regarding redressal mechanism approved by appropriate statutory/regulatory bodies</b>
<b>2</b>	<b>Details of members of grievance redressal committees are available on the institutional website</b>
<b>3</b>	<b>Awareness programmes are conducted to communicate the guidelines for redressal of student grievances to teachers and students</b>
<b>4</b>	<b>Provision for students to submit grievances online/offline</b>
<b>5</b>	<b>Grievance redressal committee meets on a regular basis</b>
<b>6</b>	<b>Students' grievances are addressed within 7 days of receiving the complaint</b>



U. G. C. (U. G. C. 1956)  
L. Mitra Singh IAS  
19743  
Prof. D. P. Singh  
Chairman



उच्च शिक्षण आयोग  
University Grants Commission  
एन. टी. रोड, दिल्ली-110002  
(Ministry of Human Resource Development, Govt. of India)  
आयोग का कार्यालय, एन. टी. रोड, दिल्ली-110002  
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26<sup>th</sup> May 2020

No. U. G. C. 1-0200 (UGC TE-COVID-19 - Advisory)

Subject: Monitoring grievance/concerns related to Examinations and Academic Calendar in view of COVID-19 pandemic - regarding

Dear Vice Chancellors & Principals,

As you are well aware that in view of COVID-19 Pandemic, the University Grants Commission has revised the Examinations and Academic Calendar on 29<sup>th</sup> April 2020. This revision was issued to play their activities keeping in view the safety and interest of the stakeholders, giving highest priority to the health of all concerned, while adopting and implementing the Guidelines.

The UGC has constituted a Task Force to address the grievance/concerns of the students due to COVID-19 Pandemic. A dedicated helpline and an email have been made functional for receiving the grievances from the students. Also, a new Tab of COVID-19 related grievances has been created on UGC website for the same.

Based on the emails and phone calls received so far it has been observed that the grievances pertain to academic examinations, admissions, fee, salary of faculty etc. The students have represented regarding completion of syllabi, technical glitches during online classes, conduct of face to face classes, infrastructural constraints, examinations, issues related to back papers, admission processes, collection of compulsory non-refundable deposits, etc.

You will appreciate that the grievances as mentioned above require actions on the part of the universities/colleges/state governments. Also, in per the guidelines issued by UGC on 29<sup>th</sup> April 2020, every university is expected to establish a cell for handling student grievances related to examinations and academic activities during COVID-19 pandemic and notify effectively to the students.

In view of above, it is once again requested that the university may kindly establish the student grievance cell immediately, preferably by 30<sup>th</sup> May 2020, if not already done. Further, the Task Force constituted by the University and State Governments may be asked to take proactive measures in a time bound manner to redress the grievances of the students and stake holders. Measures taken by the University/State Government should be widely publicized so that there should not be any communication gap between the students and higher education institutions/ governments.

With regards,

Yours sincerely,

*D. P. Singh*  
(D. P. Singh)

- To: - Already we have established the student grievance cell  
- Dr. B. S. Thakur, in charge of the cell during 2019-20.
1. The Vice Chancellors of all Universities
  2. The Principals of all Colleges

Contd...2/-

*[Signature]*  
IQAC Co-ordinator  
BLDEA's JSS College of Education  
Vijayapur

*[Signature]*  
Principal,  
J.S.S. College of Education  
VIJAYAPUR.