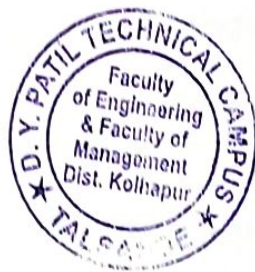


Organization Wide Awareness



Step by Step Guidelines for filling Online Anti Ragging Affidavit

<https://antiragging.in>

Required Information before filling online form

Email Address & Mobile number:

1. If you do not have an E mail address please create one before you fill the online form.
2. If your mother or father or guardian does not have a phone or a mobile phone or email then please give the numbers /email of their friends or relations.

Steps

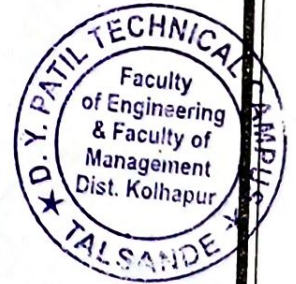
1. Visit www.antiragging.in website
2. Click link to "down load Anti-Ragging affidavit."
3. Read the Instructions and Click to Next
4. **Fill the Personal details as required.**
5. **Fill College details-**

Student Registration No: 6780

State in which the College is	Maharashtra
Is it a Professional College or a General College	Management
Name of the College	D Y Patil Technical Campus
AISHE Code	C-11199
Name of Affiliated University	Shivaji University
It is Deemed University	NO
Director/Principal Family Name	Pawaskar
Director/Principal First Name	Satish
Director/principal Gender	Male
Nearest Police station Name and Address	Vadgaon Police Station
Phone No	9823961905, 9860618828

6. Course details

7. After filled all required fields, you need to click on Next button.
8. You need to check all the checkboxes then click on Submit button.
9. This pop-up confirms that you have on line registered successfully and you have to fill the Confidential Survey also. Click on OK button, this will redirect on Confidential Survey form.
10. After answering all questions click on submit button
11. This pop-up confirms that you have successfully submitted the form. Click ok button this will return the homepage of ant ragging web portal (<https://antiragging.in>)
12. After filling this form successfully you will receive the Student's Anti Ragging Affidavit and the Parents Anti Ragging Affidavit in your Email. Please print both the Affidavits, sign them yourself, request your parents to read the details and request them to sign their affidavit and then submit both at college office at the time of admission



Sakshi Santosh Shete

B.Tech - Computer Science Engineering - No-Shift

sakshishete1610@gmail.com

9309362772



Personal Details

Date of Birth Oct 16,2005
Marital Status Single
Languages Known undefined
Gender Female
Mobile Number 9309362772
Hobbies undefined
Address Mhasawad, Shetemala, Shetemala, Man (dahiwadi), satara, 415509
Mhasawad, Shetemala, Shetemala, Man (dahiwadi), satara, 415509 satara
Blood Group B+

Educational Details

Qualification	Institute	University/Board	Year of Passing	Percentage(%) / Grade
Bachelor of Computer Science & Engineering	D.Y. Patil Technical Campus	Shivaji University	2027	Appearing
S.S.C.				

SGPA Details

Qualification (Academic Batch)	Semester	SGPA
Bachelor of Computer Science & Engineering (2023 - 2027)	I	
	II	

Parent Details

Father Details
Name :
Email :
Mob No : 7745027281
Occupation :
Organization :
Designation :
Residential Number :
Office Number : 7745027281
Office Address :
Annual Income :
Fax :
Residence Address :
District :
Village :

Mother Details
Name : Rupall
Email :
Mob No :
Occupation :
Organization :
Designation :
Residential Number :
Office Number :
Office Address :
Annual Income :
Taluka :
State / Pincode : /



Declaration

I here by declare that all the above information furnished by me are true to the best of my knowledge.

S. Shete

ANTIRAGGING AFFIDAVIT BY THE STUDENT

1. I, Sakshi Santosh Shete s/o - d/o Mr./Mrs./Ms Santosh Dnyaneshwar Shete , having been admitted to D. Y. Patil Education Society D.Y. Patil Technical campus Faculty of Management Talsande Tal. Hatkanagle , have received a copy of the UGC regulations on Curbing the menace of Ragging in Higher Educational Institutions, 2009, (hereinafter called the "Regulations") carefully read and fully understood the provisions contained in the said Regulations.
2. I have, in particular, perused clause 3 of the Regulations and am aware as to what constitutes ragging.
3. I have also, in particular, perused clause 7 and clause 9.1 of the Regulation and am fully aware of the penal and administrative action that is liable to be taken against me in case I am found guilty of or abetting ragging, actively or passively, or being part of a conspiracy to promote ragging.
4. I hereby solemnly aver and undertake that:-
I will not indulge in any behavior or act that may be constituted as ragging under clause 3 of the Regulations.
I will not participate in or abet or propagare through any act of commission or omission that may be constituted as ragging under clause 3 of the Regulations.
5. I hereby affirm that, if found guilty of ragging, I am liable for punishment according to clause 9.1 of the Regulations, without prejudice to any other criminal action that may be taken against me under any penal law or any law for the time being in force.
6. I hereby declare that I have not been expelled or debarred from admission in any institution in the country on account of being found guilty of, abetting or being part of a conspiracy to promote, ragging; and further affirm that, in case the declaration is found to be untrue, I am aware that my admission is liable to be cancelled.

DECLARED ON 13/08/2023

Signature of Deponent

B. shete
Sakshi Santosh Shete

VERIFICATION

Verified that the contents of this affidavit are true to the best of my knowledge and no part of the affidavit is false and nothing has been concealed or misstated therein.

Verified at 13-8-2023 On _____

Signature of Deponent Shete




UNDERTAKING BY PARENT/GUARDIAN

1. I, Mr./Mrs./Ms. Santosh Dnyaneshwar Shete father/ mother/ guardian of Sakshi Santosh Shete having been admitted to D. Y. Patil Education Society D.Y. Patil Technical campus Faculty of Management Talsande Tal. Hatkanagle , have received a copy of the UGC regulations on Curbing the menace of Ragging in Higher Educational Institutions, 2009, (hereinafter called the "Regulations") carefully read and fully understood the provisions contained in the said Regulations
2. I have, in particular, perused clause 3 of the Regulations and am aware as to what constitutes ragging.
3. I have also, in particular, perused clause 7 and clause 9.1 of the Regulations and am fully aware of the penal and administrative action that is liable to be taken against my ward in case he/she is found guilty or abetting ragging, actively or passively, or being part of a conspiracy to promote ragging.
4. I hereby solemnly aver and undertake that:-
My ward will not indulge in any behavior or act that may be constituted as ragging under clause 3 of the Regulations.
My ward will not participate in or abet or propagate through any act of commission or omission that may be constituted as ragging under clause 3 of the Regulations.
5. I hereby affirm that, if found guilty of ragging, my ward is liable for punishment according to clause 9.1 of the Regulations, without prejudice to any other criminal action that may be taken against my ward under any penal law or any law for the time being in force.
6. I hereby declare that my ward has not been expelled or debarred from admission in any institution in the country on account of being found guilty of, abetting or being part of a conspiracy to promote, ragging; and further affirm that, in case the declaration is found to be untrue, I am aware that my admission my ward is liable to be cancelled.

DECLARED ON 13/08/2023

Signature of Deponent


Santosh Dnyaneshwar Shete

Address

MAHARASHTRA

VERIFICATION

Verified that the contents of this affidavit are true to the best of my knowledge and no part of the affidavit is false and nothing has been concealed or misstated therein.

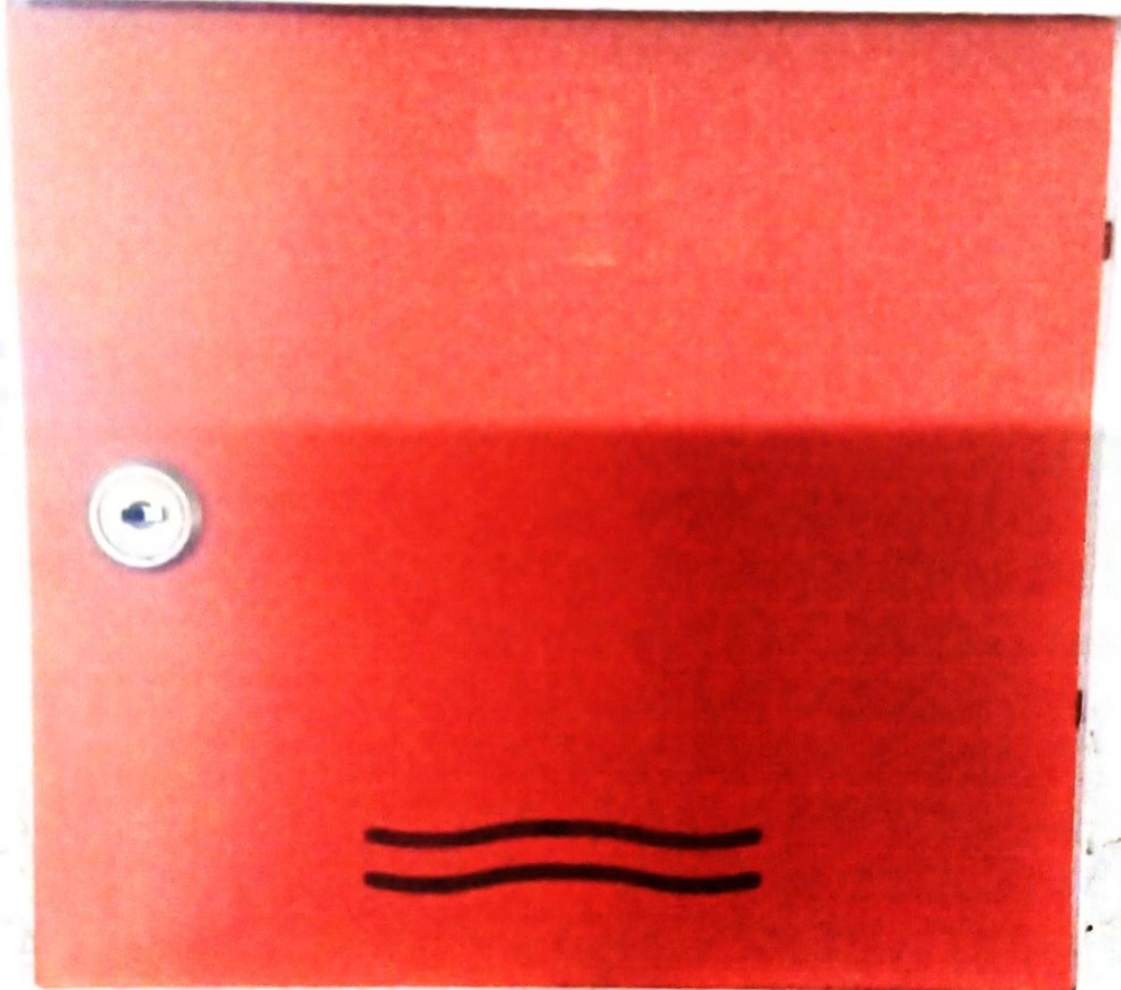
Verified at 13-8-2023 On _____



DVPTC/10/145

1

SUGGESTION / COMPLAINT BOX



Date:10/01/2024

To,
Head of Department,
Electrical Engineering,
DYPTC, Talsande.

Name of Student: Ms. Sanika Sudhir Lambe (T.Y.B.Tech. Electrical)

Subject: Suggestion for maintenance of control system lab computers.

Respected sir,

Myself Miss. Sanika Sudhir Lambe, I am a student of T.Y.B.Tech Electrical Engineering. My request is to maintain computers of Control system lab. We do software based practicals in lab, we face operating system problems and also some of computers running very slowly.

Kindly consider my request.

Thanking you,

Yours Faithfully,

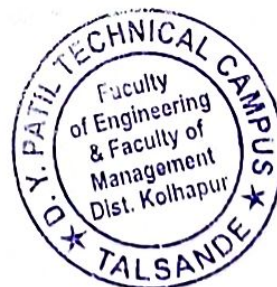


(Ms.S.S.Lambe)

To,
Prof. Ashwini Kumbhar
please take action of
student suggestion.
maintain lab computers
in well condition.



Head of Department
Department of Electrical Engg.
D. Y. Patil Technical Campus, Faculty of Engg
Talsande, Kolhapur.



Date-12/1/2024

To,
The Director
D Y Patil Technical Campus, Talsande

Subject- Requirement of RAM change of control system lab computers

Respected Sir,

We hereby undersigned lab in charge of Power System and control System lab from Electrical department. In this lab most of computers having slow running and operating system problem. Need to change RAM for better operation of computers.

Kindly consider my request for the same.

Thanking you,

Yours Sincerely,



Ms. A.C.Kumbhar

Lab In-Charge

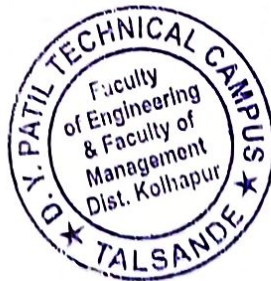
Power System & Control System Lab



Mr.M.S.Bijali

H.O.D

Dept of Electrical Engg.



Mechanisms for submission of online/offline students grievances



Student Grievance Redressal Cell:

The institute has a Student Grievance Redressal Cell comprising of Principal, Faculty members and student representatives.

- Students personal & academic grievances are taken care of by the guardian teacher, Class Teacher & the higher authorities if needed.
- The examination department of the institute solves student's academic grievances pertaining to
- University results, revaluation process etc and the failed students are counseled to improve their performance.
- The cell resolves the issues by taking proper disciplinary actions. The frequency of the meeting is based on the need and complaints received.
- The institute involves lady faculty and girl student representatives, in all students and faculty activities who closely monitor these activities and if necessary give feedback to the concerned authority.
- In order to avoid the internal complaints, the committee always organizes various sessions related to stress management, interpersonal relationship improvement and awareness about various laws.

Anti-Ragging Committee

The Committee gives wide publicity to related acts, statutes and punishments in the form of display boards in the college, library, website and hostels. It is mandatory for the students to produce an anti-ragging affidavit During admission to the institute. The Anti-ragging squad makes random visits to various departments, libraries and hostels to ensure that no ragging takes place.

Mechanism for submission of online students' grievances

Institute has ensured the mechanism of students' grievance redressal by providing following online link on Institute website . However, the cases received directly from students are entertained by committee. Received complaints are put up in front of grievance redressal committee. The opportunity is given to put up the opinion of applicant and respondent. The committee attends total case and provides the opinion on the case. The undertaking is taken from the applicant and respondent and issues are resolved



GRIEVANCES REDRESSAL CELL

FLOW CHART FOR OFFLINE PROCESS

for Student to lodge complaints / Suggestions regarding Physical Facilities, academic and administrative related Queries

Drop the suggestions / complaints in suggestion box

Opening of suggestion box at 03:00 pm
Every Monday, Wednesday and Friday
(By Director / Registrar / Dean academics / HOD)

Based on the queries received all queries are separated in the three categories for initial action taken for solve the them immediately

Physical related Queries	Academics related Queries	Administrative Queries
Campus Maintenance Committee	Director / Dean Academics / Concerned HOD	Director / Registrar / Concern functional head

Action Taken for Query / Problem resolution

Problem Resolved

If note solved the problem directed to Grievances Redressal Cell

Immediate Meeting of Grievances Redressal Cell

For General review of Grievances,
Conduction of 02 meetings of GRC in the year



Satish R Pawaskar
(Dr Satish R Pawaskar)
Director

GRIEVANCE REDRESSAL COMMITTEE (GRC)

Objective

A Grievance Redressal committee has been formed in our college to settle genuine grievances of students, staff and parents up to a satisfaction level so as to create a healthy relationship among the students, parent's employees and employer. The grievance will include any matter relating to student and staff. The committee is requested to contribute effectively to dispose the grievances at the earliest.

Procedure-

- 1) To deals with all the genuine grievances of students and staff of the college.
- 2) All complainants should file their grievances either by writing in paper to the committee or by online on the website of the college
- 3) A compliant box is provided at the each floor for students.
- 4) Received queries are separated into three categories
 - a. Physical facilities related queries
 - b. Academics related
 - c. Administrative related
- 5) Initial steps to resolve query
 - a. Physical facilities related queries - Campus Maintenance Committee
 - b. Academics related - Director / Dean Academics / HOD
 - c. Administrative related - Director / Registrar / concerned functional Heads
- 6) To take conclusive decision and submit its recommendations to the deciding authority for removal of alleged grievances.
- 7) If query not resolved then immediate meeting of GRC
- 8) To take review of grievances GRC Meeting will meet twice a year.



Satish R
(Dr Satish R Pawaskar)
Director

Grievance Documentation

Grievance Module allows Users (Employees or Students) to raise any Issue, Problem, Concern, or Complaints with their respective Organizations.

➤ Prerequisites for Grievance Module:

- 1) Grievance Type to be defined
- 2) Grievances to be added
- 3) Add Committee
- 4) Grievance Committee Allocation
- 5) To Add Grievance from Student Login
- 6) Check Grievance from Grievance Authority Login
- 7) Check Completed Grievance Application from Student Login

Step 1: To Add Grievance Type:

To add Grievance Type, you can refer the following path:

Role: Head Admin

Path: Head Admin >> Organization » Governance » Grievance Configuration » Grievance Type

- Grievance Type can be created either for Employee/Student

★ ORGANIZATION > GOVERNANCE > GRIEVANCE CONFIGURATION > GRIEVANCE TYPE

Employee Student

- Select Policy Name

★ ORGANIZATION > GOVERNANCE > GRIEVANCE CONFIGURATION > GRIEVANCE TYPE

Employee Student

Policy Name:

DYP Engineering Renewal Policy



Grievance Documentation

➤ To Add new Grievance Type, Click on Add Button

★ ORGANIZATION > GOVERNANCE > GRIEVANCE CONFIGURATION > GRIEVANCE TYPE MAY 23, 2023 5:54:11 PM

Employee **Student**

Policy Name: **Add**

➤ Add New Grievance Type, Click on Save Button

Grievance X

Grievance Type :

Save **Close**

★ ORGANIZATION > GOVERNANCE > GRIEVANCE CONFIGURATION > GRIEVANCE TYPE MAY 23, 2023 5:29:35 PM

Employee **Student**

Policy Name: **Add**

SrNo.	Type	
1	Academic	<input type="checkbox"/>
2	Administrative	<input type="checkbox"/>
3	Content	<input type="checkbox"/>
4	Library	<input type="checkbox"/>
5	Transport	<input type="checkbox"/>
6	Other	<input type="checkbox"/>



Note: - These Grievance Types will be visible to Students for selection while applying for Grievance.



Grievance Documentation

Step 2: To Add Grievances:

Role: Head admin

Path: Head Admin >> Organization » Governance » Grievance Configuration » Grievances

- > Select Grievance for Employee/Student
- > Select Policy Name
- > Select Grievance Type

★ ORGANIZATION > GOVERNANCE > GRIEVANCE CONFIGURATION > GRIEVANCES

4/12/2021 9:40:01 PM

Employee Student

Policy Name:

Grievance Type:

- > To Add Grievances against Grievance Type, Click on Add Button

★ ORGANIZATION > GOVERNANCE > GRIEVANCE CONFIGURATION > GRIEVANCES

4/12/2021 9:47:00 PM

Employee Student

Policy Name:

Grievance Type:

- > Add Grievances and click on Save Button

Grievance

Grievance Name :

Lecture frequency should be less



Grievance Documentation

★ ORGANIZATION » GOVERNANCE » GRIEVANCE CONFIGURATION » GRIEVANCES

Nov 22, 2022 10:54:39 PM

Employee: **Student**

Policy Name: **DTP Engineering Renewal Policy**

Grievance Type: **Academic**

SlNo.	Type
1	Lectures do not start on time
2	Lectures do not finish on time
3	Subject teachers not teaching properly
4	More practical demonstration required
5	Extra practice sessions/theory sessions needed
6	Syllabus is covered at fast pace
7	More diversity in Teaching pedagogies/methods required
8	More preparation leaves required
9	Academic calendar to be given at the start so that students can plan their leaves/travel bookings.
10	Class hours are not being observed in Campus
11	Lecture frequency should be less

Step 3: To Add Committee:

- Committee to handle grievance can be defined, various members can be allocated to particular committee who shall be responsible to handle, update and resolve the grievances raised by employee/student.
- Member can be allocated to particular committee and various rights or authority can be given to members.

Note: - Other Committee can be also added such as Institute Governance, Quality Control, Library Committee, R & D Committee, Student Welfare Committee etc.

Role: Head Admin

Path: Head Admin >> Organization » Governance » Other Committee

- Select Policy Name

★ ORGANIZATION » GOVERNANCE » OTHER COMMITTEE

Nov 22, 2022 10:55:44 PM

Policy Name: **DTP Engineering Renewal Policy**

Current Committee Dismiss Committee



Grievance Documentation

➤ To Add New Committee, Click on Add New Committee

★ ORGANIZATION > GOVERNANCE > OTHER COMMITTEE

4/12/2021 10:36:20 PM

Policy Name:

DTP Engineering Renewal Policy

Current Committee

Dismiss Committee

Other Committee Details

Add New Committee

- Enter Name of Committee
- Formation Date
- Meeting Frequency (in a year)
- Meeting Date
- Enter Committee Details if any
- Select Annual Report Category
- If needs to be Submitted to Higher Authorities
- Click on Update Button

★ ORGANIZATION > GOVERNANCE > OTHER COMMITTEE

4/12/2021 10:40:13 PM

Policy Name:

DTP Engineering Renewal Policy

Back

Update Committee Details

Name

Grievance Redressal Committee (GRC)

Formation Date

Feb 23, 2021

Meeting Frequency (in a year)

4

Meeting Date

Feb 03, 2021

Functioning

The committee has been formed as per the AICTE Regulations 2019 for the period of two years to address the student grievances.

Annual Report Category

Select

Update

Cancel

Current Committee

Dismiss Committee

Add New Committee

Sr.No	Committee Name	Frequency	Frequency Details	Action
1	Grievance Redressal Committee (GRC)	4	Feb 03, 2021	Action



Grievance Documentation

➤ To Allocate Members to Committee, Click on Action Button >> Member Details

★ ORGANIZATION > GOVERNANCE > OTHER COMMITTEE Mar 23, 2021 10:42:28 PM

Policy Name :

Current Committee

Other Committee Details

Sr.No	Committee Name	Formation Date	Frequency	Frequency Details	Action
1	Grievance Redressal Committee (GRC)	Feb 23, 2021	4	Feb 01 - 2021	<input type="button" value="Action"/> <ul style="list-style-type: none"> <input type="button" value="Edit Committee"/> <input type="button" value="Member Details"/> <input type="button" value="Meeting Details"/> <input type="button" value="Announcement"/> <input type="button" value="Budget"/> <input type="button" value="Denies"/>

➤ To Add New members, Click on Add New Button

★ ORGANIZATION > GOVERNANCE > OTHER COMMITTEE Mar 23, 2021 10:46:00 PM

Policy Name :

Other Committee Member Details

Internal Committee Member

- Select Start Date
- Post Type: Teaching/Non-Teaching
- Select Employee
- Click on Submit Button

Members

Duty Name : Start Date:

Member Details

External Members

Search:

Sr.No*	Member Name	Post Name	Post Type
1	<input type="checkbox"/> Prof. Amarsingh Laxmanrao Jadhav	Associate Professor	Teaching
2	<input type="checkbox"/> Dr. Kishor Tanaji Jadhav	Professor	Teaching
3	<input type="checkbox"/> Prof. Rahul Dattatray Mahajan	Associate Professor	Teaching
4	<input checked="" type="checkbox"/> Dr. Litesh Vasanji Meade	Associate Professor	Teaching
5	<input type="checkbox"/> Dr. Rahul Appasaheb Patil	Associate Professor	Teaching

Grievance Documentation

- To Set Grievance Authority, Enable Checkbox of Grievance Authority of Particular Employee

★ ORGANIZATION > GOVERNANCE > OTHER COMMITTEE MP121001 11/06/2021

Policy Name: Other Committee Member Details

[Back To Main](#)

Members

Internal Committee Member [Add New](#)

[Download Internal Members CSV](#) [Download Internal Members Profile Image](#)

Internal Member Details														
<input type="checkbox"/>	Photo	Image	Member Name	Portfolio	Mobile No.	Email	Member Type	Sign.	Meeting Approval	Agenda Approval	Meeting Creation Authority	Grievance Authority	Profile	Action
<input type="checkbox"/>			Santosh Chakle	-	9860233020	s.chakle.dypnm@dypgroup.edu.in	Employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Profile	Deactivate
<input type="checkbox"/>			Litash Naade	-	9822622136	l.naade.dypnm@dypgroup.edu.in	Employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Profile	Deactivate
<input type="checkbox"/>			Rashmi Dhawal	-	942197261	rdhawal.dypnm@dypgroup.edu.in	Employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Profile	Deactivate
<input type="checkbox"/>			Shikant Jadhav	-	9860942480	s.jadhav.dypnm@dypgroup.edu.in	Employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Profile	Deactivate
<input type="checkbox"/>			Ravindra Bhatt	-	9822910285	r.bhatt.dypnm@dypgroup.edu.in	Employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Profile	Deactivate
<input type="checkbox"/>			Amresh Jadhav	-	9326611860	a.jadhav.dypnm@dypgroup.edu.in	Employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Profile	Deactivate

[Add](#)

[View Internal Committee](#)

- To Add Meeting Details, Click on Action >> Meeting Details

Sl.No	Committee Name	Formation Date	Frequency	Frequency Details	Action
1	Grievance Redressal Committee(GRC)	Feb 23,2021		4 Feb 01-2021	Action Edit Committee Member Details Meeting Details Arrangements Budget Demo

- To Add New Meeting, Click on Add New Meeting

Policy Name:

[Back](#) Committee Name: Grievance Redressal Committee(GRC)

Committee Meeting Details [Add New Meeting](#)

Sl.No	Arranged By	Course	Date	Time	Venue	Status	Action
1	Dr. Litash Naade		Feb 01,2021				Action Edit Agenda Attended PDF



Grievance Documentation

- Enter Details
- Click on Update Button

Committee Name : Grievance Redressal Committee(DRC)

Meeting Date: Feb 01, 2022

In Time: []

Meeting Status: Select

Subject (SMS Data): []

Agenda (Email Data): []

Update Meeting Details

Meeting Venue: []

Out Time: []

Send SMS Send Email

Committee Member Invite

Update Cancel

Step 4: Grievance Committee Allocation:

- Grievance Committee Allocation is done against Particular Grievance

Role: Head Admin

Path: Head Admin >> Organization » Governance » Grievance Configuration » Grievance Committees

★ ORGANIZATION » GOVERNANCE » GRIEVANCE CONFIGURATION » GRIEVANCE COMMITTEES

Employee: Student

Policy Name: DYP Engineering Renewal Policy

SrNo.	Type	Allocate
1	Academic	Allocate
2	Administrative	Allocate



Grievance Documentation

➤ To Allocate Committee, Click on Allocate

★ ORGANIZATION > GOVERNANCE > GRIEVANCE CONFIGURATION > GRIEVANCE COMMITTEES

Employee **Student**

Policy Name : DYP Engineering Renewal Policy

SrNo.	Type	
1	Academic	Allocate
2	Administrative	Allocate



➤ Select Community Type

➤ Click on Save Button

Grievance

Community type : **Grievance Redressal Committee(GRC)**

Save

SrNo.	Grievance Type	Committee	
1	Academic	Grievance Redressal Committee(GRC)	 

Close



Note: - This is One Time Configuration. You can also Edit, Delete or Modify the Configuration.



Grievance Documentation

Step 5: To Add Grievance from Student Login:

- > Students from their Login can raise Grievance

Role: Student Login

Path: Student Login >> Communication » Grievance

- > To Raise Grievance, Click on Grievance Report
- > Enter Complaint Date
- > Select Service (Types of Grievance)
- > Check Complaint Priority (1 being the Lowest Priority)
- > Enter Complaint Subject
- > Enter Complaint Description
- > In Complaint Proof, Provision to Upload Images
- > Click on submit Button

COMMUNICATION > GRIEVANCE
MAY 23, 2021 4:35:27 PM

Complaint History Grievance Report

Specify Your Feedback

Complaint on

Service

Academic Administrative Canteen Library Transport

Cover Works are not taken Seriously in Campus

Subject teachers not teaching properly

Syllabus is covered at fast pace

Academic calendar to be given at the start so that students can plan their leaves/travel bookings.

Lecturers do not start on time

More practical demonstration required

More diversity in Teaching pedagogies/methods required

Lectures do not finish on time

Extra practice sessions/theory sessions needed

More preparation leaves Required

Complaint Priority

	1	2	3	4	5	
Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	High

Complaint Subject

Complaint Description max(450 char)

Source
[Icons]

B / U / X / X² / [Icons]

[Icons]

Style: [Icons] | Format: [Icons] | Font: [Icons] | Size: [Icons] | Color: [Icons] | [Icons] / [Icons]

Complaint Proof

Upload Image

(Jpeg, jpg, .jpeg, .png file only)

Submit



Grievance Documentation

- Raised Grievance gets updated in **Complaint History**

Complaint History												
Grievance Report												
10 records per page										Search:		
Sr No.	Grievance Id	Status	Grievance Date	Closing Date	Grievance Course	Service	Grievance Type	Description	Grievance raised To	Comment	Grievance Register Against	View Document
1	1	Pending	Mar 20, 2021		Course-Test Service-Canteen Type- No proper hygiene	Canteen	No proper hygiene	Test	Dr. Utkesh Vasarij Halde	View Comments		View

Step 6: Check Grievance from Grievance Authority Login:

- Grievance Committee Authorities can check Grievances of Students from their Logins.

Role: Faculty Login

Path: Faculty Login >> Personal » Grievance » Resolve Student Observation

(OR)

Path: Faculty Login >> Job Tray >> Grievance

PERSONAL > GRIEVANCE > RESOLVE STUDENT OBSERVATION											
MAY 23, 2021 5:01:01 PM											
New Application											
In Process Application											
Completed Application											
Sr.No	Date	Grievance By Student	Course	Service	Type	Priority	Description	Status	Grievance Raised To	Add Comments	View Comments
1	Apr 04, 2021	Romit Shirke	Availability of proper leaves before examination	Academic	Respected Sir/Madam, I, Romit Rakesh Shirke, would like to inform	5	View	Pending	Utkesh Vasarij Halde	Comment	View Comments



Grievance Documentation

- To Add Comment, Click on Add Comments Button
- To View Comment of Student, Click on View Comments Button

Date	Grievance By Student	Course	Service	Type	Priority	Description	Status	Grievance Raised To	Add Comments	View Comments	Actions
Apr 04, 2021	Romit Shirke	Availability of proper leaves before examination	Academic	Respected Sir/Madam, I, Romit Rakesh Shirke, would like to inform	5	View	Pending	Umesh Vasanji Malade	Comment	View Comments	Action

- To take Action Against Grievance, Click on Action >> Register Complaint

In Process Application											
Date	Grievance By Student	Course	Service	Type	Priority	Description	Status	Grievance Raised To	Add Comments	View Comments	Actions
Apr 04, 2021	Romit Shirke	Availability of proper leaves before examination	Academic	Respected Sir/Madam, I, Romit Rakesh Shirke, would like to inform you about the inconvenience caused due to the	5	View	Pending	Umesh Vasanji Malade	Comment	View Comments	Action

- Set Priority
- Register Complaint**
- Closing Date

- Enter Student Name
- Enter Employee Name against whom you need to take Action
- In General Complaint enter Details of Complaint
- Click on Register Button

Grievance Complaint Details

Complaint By	Romit Shirke	Complaint Service	Academic
Complaint Course	Availability of proper leaves before examination		

Search Student

Search Name: **Add**

Search Employee

Search Name: **Add**

General Complaint

Please check

Register
Clear Text

Close



Grievance Documentation

- Click on OK Button, to Register Complaint

The screenshot shows a web application window titled "Grievance Complaint Details". The form contains the following information:

Complaint By	Romit Shirke	Complaint Service	Academic
Complaint Course	Availability of proper leaves before examination		

Below the form is a "Search Student" button. A dialog box is displayed in the center with the text "Do you want to Register Complaint :". It features two buttons: "OK" (highlighted with a red box) and "Cancel".

At the bottom of the application window, there is a "General Complaint" section with a "Please check" label, a "Register" button, a "Clear Text" button, and a "Close" button.

- Click on OK Button

This screenshot is identical to the one above, but the dialog box now displays the message "Complaint Registered Successfully". The "OK" button in the dialog is highlighted with a red box.



Grievance Documentation

- Click on **Action Button**, and Set Closing Date by clicking on **Closing Date Button**

PERSONAL > GRIEVANCE > RESOLVE STUDENT GRIEVANCE

May 24, 2021 10:02 AM

New Application In Process Application Completed Application

Sr.No	Date	Grievance By Student	Course	Service	Type	Priority	Description	Status	Grievance Raised To	Add Comments	View Comments	Actions
1	Apr 04, 2021	Name SHRI	Availability of proper levels before examination	Academic	Respected Sir/Madam, I Amir Rakesh Shinde, would like to inform you about the inconvenience caused due to the conduct of multiple examinations held in a single day. Over the course of two consecutive days, the 1st Semester Examination was held which was not enough time to prepare for the next exam. I barely managed to	5	View	Resolved	Learn More	Comment	View Comments	Action

Set Priority
Escalate Comment
Closing Date

- Click on **OK Button**

Are You Confirm to Set End Date for Grievance:

OK

Cancel

- Set **Closing Date**
- Enter **Details**
- Click on **Save Button**

Feedback Completed

Closing Date	May 24, 2021
Enter Details	Verification in Process
	Save

Close



Grievance Documentation

Step 7: Check Completed Grievance Application from Student Login:

- After Submitting Closing date, Student from their login can view the **Grievance Status** which they have raised gets **Updated to Completed Status**.

Role – Student Login

Path: Student Login >> Communication >> Grievance >> Complaint History

Sr. No.	Grievance No.	Status	Grievance Date	Closing Date	Grievance Course	Grievance Type	Description	Grievance raised To	Comment	Grievance Register Against	View Document		
1	2	Completed	Apr 06,2021	May 24,2021	Course- Available of proper notes before	Academic	None	Requested In/Passion.	Dr. Ujjwal Vardh Wadia	2. Request Request/ Status, would like to inform you about the postponement caused. But in the continuation of multiple examinations held in a single day.	View Comments	Not Recored	View



Student x +

me.dypgroup.edu.in/studentGrievance.htm

To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 7. [Learn more](#)

You browser is not working properly. Some important features may not work in your browser. To download and update Google Chrome, click here or [Google](#).

Prathamesh Shankar Patil
Student

Personal - Academic Schedules - Academic Functions - Events - Facilities - Communication

COMMUNICATION & FEEDBACK AUG 04, 2023 4:28:47 PM

Complaid History **Grievance Report**

10 records per page Search:

Sr No.	Grievance ID	Status	Grievance Date	Closing Date	Grievance Details	Description	Grievance raised To	Comment	Grievance Assign To	View Document
No data available in table										

Showing 0 to 0 of 0 entries -- Previous Next --

https://me.dypgroup.edu.in/studentGrievance.htm#

8:40 PM 8/4/2023



Student x +

me.dypgroup.edu.in/studentGrievance.htm

To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 7. [Learn more](#) X

Personal - Academic Schedules - Academic Functions - Events - Facilities - Communication -

COMMUNICATION > FEEDBACK AUG 04, 2023 4:40:43 PM

Complaint History **Grievance Report**

Specify Your Feedback

Complaint on: Aug 04, 2023

Service: Hostel Library Security Canteen Mess Academics Transport Exam Other

Complaint Priority: 1 2 3 4 5
 Low High

Complaint Subject: Clean Water Cooler Regularly

Complaint Description (max 450 char):

Source: [Rich Text Editor]

Taskbar: 4:40 PM 8/4/2023



Student x +

me.dypgroup.edu.in/studentGrievance.html

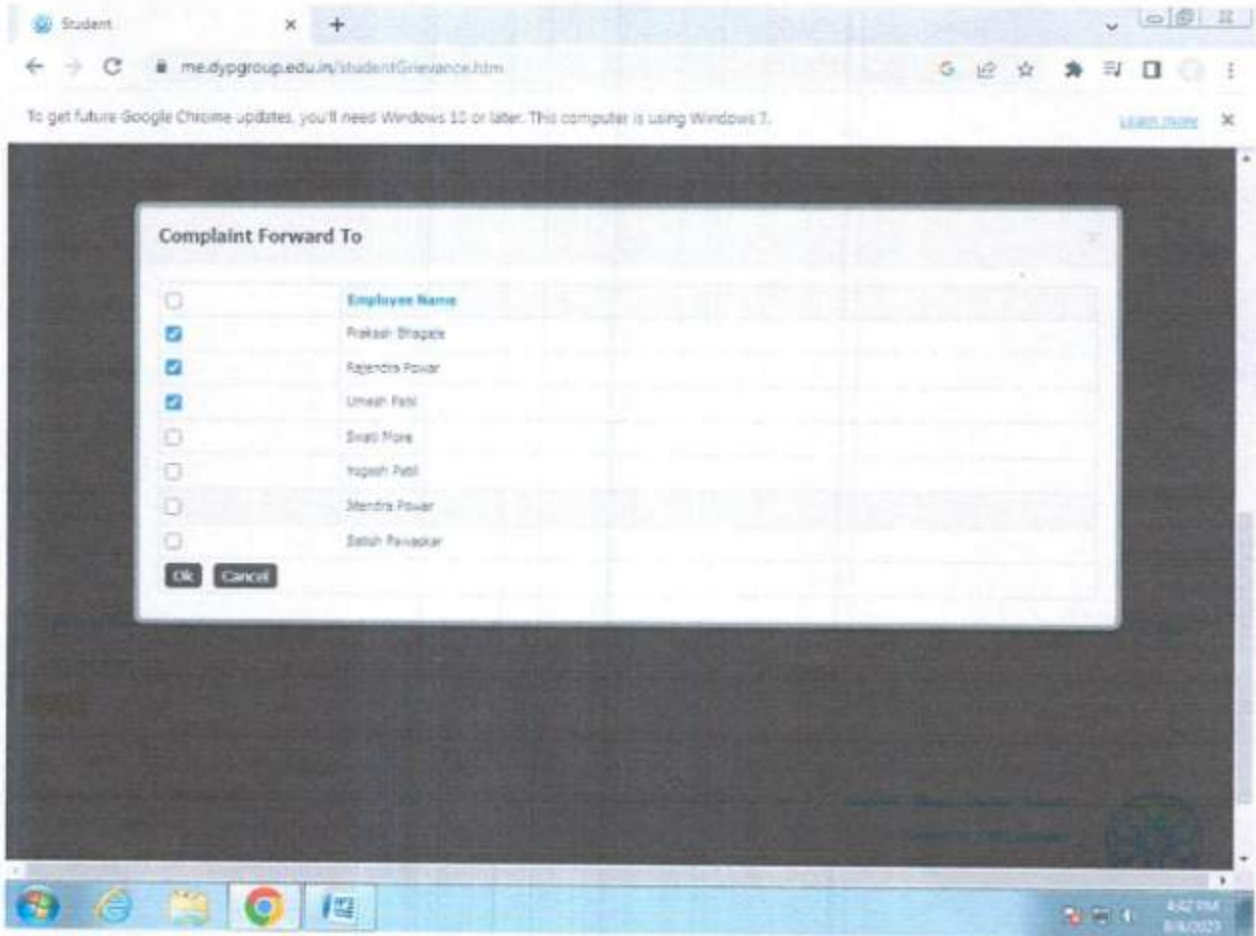
To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 7. [Learn More](#) x

Complaint Forward To

<input type="checkbox"/>	Employee Name
<input checked="" type="checkbox"/>	Santhi Pawar
<input type="checkbox"/>	Dr S D Patil
<input type="checkbox"/>	R S Patil
<input type="checkbox"/>	Prakash Bhagale
<input type="checkbox"/>	Charushila Patil
<input type="checkbox"/>	Rajendra Pawar
<input type="checkbox"/>	Geetika Joshi
<input type="checkbox"/>	Anil Kumar Gude
<input type="checkbox"/>	Yogesh Patil
<input type="checkbox"/>	Jyendra Pawar
<input type="checkbox"/>	Chandrakant Bhosale
<input type="checkbox"/>	Prakash Patil
<input type="checkbox"/>	Pradip Patil

4:43 PM 6/4/2023





Student x +

me.dypgroup.edu.in/studentGrievance.html

To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 7. [Learn more](#)

Complaint Proof

[Upload Image](#)
(.pdf, .jpg, .jpeg, .png file only)

Complaint Forward To

Institute Head Academic Head Library Head Hostel Head Transport Head

Exam Head Employee Mentor Class Co-ordinator Conflict Resolution Committee HOD

Institute Head	Academic Head	Library Head	Hostel Head	Transport Head	Exam Head	Employee	Mentor	Class Co-ordinator	HOD
	Prakash Bhagat Ajayendra Poojar Umesh Patil								

[Submit](#)

Last Updated on 14 Oct 2022 2:02 PM

[Support](#) [Blogs](#) [Career](#) [Forum](#)

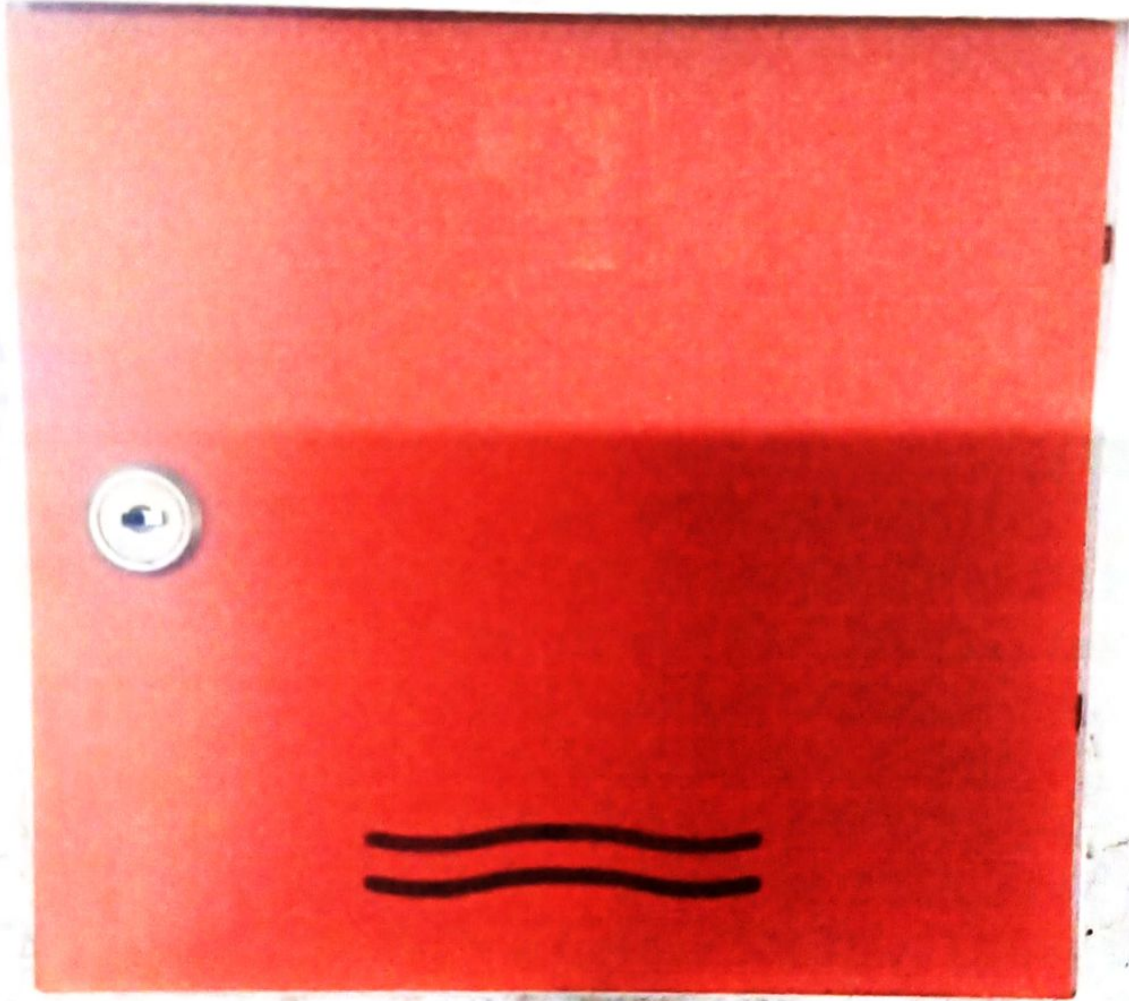
4:42 PM
8/8/2023



DVPTC/10/145

1

SUGGESTION / COMPLAINT BOX



Date:10/01/2024

To,
Head of Department,
Electrical Engineering,
DYPTC, Talsande.

Name of Student: Ms. Sanika Sudhir Lambe (T.Y.B.Tech. Electrical)

Subject: Suggestion for maintenance of control system lab computers.

Respected sir,

Myself Miss. Sanika Sudhir Lambe, I am a student of T.Y.B.Tech Electrical Engineering. My request is to maintain computers of Control system lab. We do software based practicals in lab, we face operating system problems and also some of computers running very slowly.

Kindly consider my request.

Thanking you,

Yours Faithfully,



(Ms.S.S.Lambe)

To,
Prof. Ashwini Kumbhar
please take action of
student suggestion.
maintain lab computers
in well condition.



Head of Department
Department of Electrical Engg.
D. Y. Patil Technical Campus, Faculty of Engg
Talsande, Kolhapur.



Statutory/ Regulatory bodies



❖ **Introduction:**

Institute has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases.

The following different committees are formed at institute level as per the guidelines provided by UGC.

1. Internal Complaints Committee
2. Grievance Redressal Committee
3. Anti-Ragging and Squad Committee



Date: 01.07.2024

"Internal Committee (IC)"

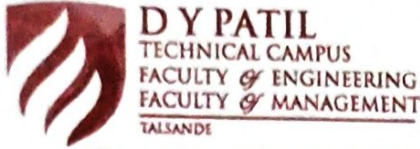
Sr. No.	Name of the Person	Designation	Representative As
01	Mrs. Gunali D. Diwan	Asst. Professor MBA	Presiding Officer
02	Ms. Prachi Vijay Patil	Dean, Student Affairs	Member
03	Mr. Kedar S. Redekar	HOD, Civil Department	Member
04	Ms. Reena Gurudatta Patil	Librarian, DYPTC, Talsande	Member
05	Mrs. Vaibhavi U. Shinde	Clerk Administrative Office	Member
06	Ms. Shraddha Tanaji Sarate	Second Year CSE Student, DYPTC, Talsande	Member
07	Ms. Sanika Sunil Lambe	Third Year Electrical Student, DYPTC, Talsande	Member
08	Ms. Swarupa Shankar Kumbhar	Final Year MBA Student	Member
09	Shri. Prakash M. Bhagaje	Registrar, DYPTC, Talsande	Member Secretary

Date: 01.07.2024

Place: Talsande


(Ms. Diwan Gunali Dinesh)
Presiding Officer





D Y Patil Education Society's

D Y Patil Technical Campus

Faculty of Engineering Faculty of Management

Talsande -416 112 Dist: Kolhapur

(Approved by AICTE, New Delhi, Recognized by Government of Maharashtra & Affiliated to Shivaji University, Kolhapur)

Ref No: DYPTC/ Committee GRC / 2023-24

Date: 01.07.2023

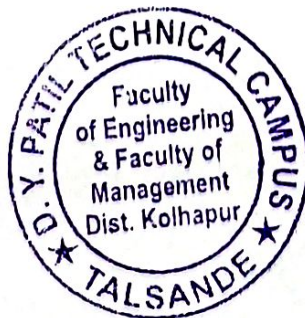
Grievance Redressal Committee

Sr No	Name of the Member	Position
01	Dr Satish Raya Pawaskar <i>Director, D Y Patil Technical Campus, Talsande</i>	Chairperson
02	Dr Anilkumar Gupta <i>Exe-Director, D Y Patil Group, Kolhapur (Management Representative)</i>	Member
03	Prof Rajendra Sadashiv Powar <i>Dean, Academics, DYPTC, Talsande</i>	Member
04	Shri Redkar Kedar Shivaji <i>HOD, Civil Engineering</i>	Member
05	Shri Umesh Anandrao Patil <i>HOD, Computer Engineering</i>	Member
06	Shri Khatvakar Mandar Digambar <i>HOD, E &TC Engineering</i>	Member
07	Shri Bijali Mohsin Shafiahamad <i>HOD, Electrical Engineering</i>	Member
08	Shri Faras Abdulmannan Shamsher <i>Assistant Professor, Mechanical Engineering</i>	Member
09	Dr Hamid Shamshuddin Naikwadi <i>Assistant Professor First year, DYPTC, Talsande</i>	Member
10	Ms Diwan Gunali Dinesh <i>Asst. Professor, MBA. Dept. DYPTC, Talsande</i>	Member
11	Shri Prakash Mallappa Bhagaje <i>Registrar, DYPTC, Talsande</i>	Member Secretary

Place: Talsande

Date: 01.07.2023

Satish
01.07.2023
(Dr Pawasakar S R)
Director





D Y PATIL
TECHNICAL CAMPUS
FACULTY OF ENGINEERING
FACULTY OF MANAGEMENT
TALSANDE

D Y Patil Education Society's

D Y Patil Technical Campus

Faculty of Engineering Faculty of Management

Talsande -416 112 Dist: Kolhapur

(Approved by AICTE, New Delhi, Recognized by Government of Maharashtra & Affiliated to Shivaji University, Kolhapur)

Ref No: DYPTC/ Committee ARS / 2023-24

Date: 01.07.2023

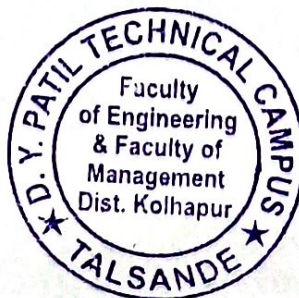
Anti- Ragging and Squad Committee

Sr No	Name of the Member	Authority	Position
01	Dr Pawaskar S R Director, DYPTC, Talsande	Head of the Institute	Chairman
02	Police Sub Inspector, Vadgaon Police Station	Local Police Authority	Member
03	Shri Shinde Udaysinh Vijayrao Talsande	Civil Authority	Member
04	Shri Dilip Charane Reporter, Lokmat	Local Media	Member
05	Shri Goutam Zele President, Rotary Club, Jaysingpur	Non-Govt Social Organization	Member
06	Mr Rohit Ravindra Edake First year Student	Fresh Student	Member
07	Mr Ratan Dhuna BE E & TC Student	Senior Student	Member
08	Shri Nikam Mahipati Parent	Parents	Member
09	Shri Patil Shankar Incharge, Boys Hostel	Hostel Authority	Member
10	Ms. Rasal R C Incharge, Girls Hostel	Hostel Authority	Member
11	Shri Prakash M Bhagaje Registrar, DYPTC	Registrar	Member Secretary

Place: Talsande

Date: 01.07.2023

Sateriw
(Dr Pawasakar S R)
Director





GRIEVANCES REDRESSAL CELL

FLOW CHART FOR OFFLINE PROCESS

for Student to lodge complaints / Suggestions regarding Physical Facilities, academic and administrative related Queries

Drop the suggestions / complaints in suggestion box



Opening of suggestion box at 03:00 pm
Every Monday, Wednesday and Friday
(By Director / Registrar / Dean academics / HOD)



Based on the queries received all queries are separated in the three categories for initial action taken for solve the them immediately

Physical related Queries	Academics related Queries	Administrative Queries
Campus Maintenance Committee	Director / Dean Academics / Concerned HOD	Director / Registrar / Concern functional head

Action Taken for Query / Problem resolution



Problem Resolved

If note solved the problem directed to Grievances Redressal Cell



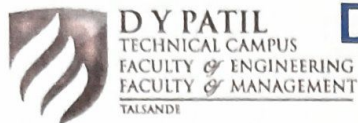
Immediate Meeting of Grievances Redressal Cell



For General review of Grievances,
Conduction of 02 meetings of GRC in the year



Satish R Pawaskar
(Dr Satish R Pawaskar)
Director



D Y Patil Technical Campus

Faculty of Engineering Faculty of Management

Talsande -416 112 Dist: Kolhapur

(Approved by AICTE, New Delhi, Recognized by Government of Maharashtra & Affiliated to Shivaji University, Kolhapur)

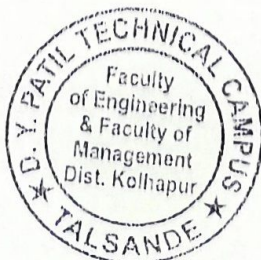
GRIEVANCE REDRESSAL COMMITTEE (GRC)

Objective

A Grievance Redressal committee has been formed in our college to settle genuine grievances of students, staff and parents up to a satisfaction level so as to create a healthy relationship among the students, parent's employees and employer. The grievance will include any matter relating to student and staff. The committee is requested to contribute effectively to dispose the grievances at the earliest.

Procedure-

- 1) To deals with all the genuine grievances of students and staff of the college.
- 2) All complainants should file their grievances either by writing in paper to the committee or by online on the website of the college
- 3) A compliant box is provided at the each floor for students.
- 4) Received queries are separated into three categories
 - a. Physical facilities related queries
 - b. Academics related
 - c. Administrative related
- 5) Initial steps to resolve query
 - a. Physical facilities related queries – Campus Maintenance Committee
 - b. Academics related – Director / Dean Academics / HOD
 - c. Administrative related – Director / Registrar / concerned functional Heads
- 6) To take conclusive decision and submit its recommendations to the deciding authority for removal of alleged grievances.
- 7) If query not resolved then immediate meeting of GRC
- 8) To take review of grievances GRC Meeting will meet twice a year.



Sateniw
(Dr Satish R Pawaskar)
Director



प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

बहादुरशाह ज़फ़र मार्ग, नई दिल्ली-110002
Bahadur Shah Zafar Marg, New Delhi-110002

Ph.: 011-23236288/23239337

Fax : 011-2323 8858

E-mail : secy.ugc@nic.in

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

7th December, 2018

PUBLIC NOTICE

ON

UGC (GRIEVANCE REDRESSAL) REGULATIONS, 2018

UGC had notified UGC (Grievance Redressal) Regulations, 2012 in official Gazette of India on **23rd March, 2013**. These regulations were aimed at addressing and effectively resolving grievances of students related to Higher Educational Institutions.

The UGC had received a number of responses on these regulations and hence constituted an Expert Committee to revisit UGC (Grievance Redressal) Regulations, 2012. The draft University Grants Commission (Grievance Redressal of Students) Regulations, 2018 prepared by the Committee is attached herewith for observations and suggestions of stakeholders. The feedback and comments on the above draft may be sent to UGC via email grmhei.2018@gmail.com on or before **31st December, 2018**.

(Prof. Rajnish Jain)

**UNIVERSITY GRANTS COMMISSION
BAHADUR SHAH ZAFAR MARG
NEW DELHI – 110 002**

NOTIFICATION

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

New Delhi, the __ October, 2018

In exercise of the power 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 (Grievance Redressal) Regulations, 2012, the University Grants Commission hereby makes the following regulations:

1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

- a) These regulations shall be called as the University Grants Commission (Grievance Redressal of Students) Regulations, 2018.
- b) They shall apply to all HEIs, 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.
- c) They shall come into force from the date of their publication in the Official Gazette.

2. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:

- (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- (b) "aggrieved student" means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education;
- (c) "college" means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any

qualification from a university and which, in accordance with the rules and regulations of such university, is recognised as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;

(d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.

(e) "declared admission policy" means such policy for admission to a course or program of study as may be offered by the institution and published in the prospectus referred to in sub-regulation (1) of regulation 3;

(f) "grievances" include the following complaints of the aggrieved students, namely:

- i. making admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the admission process adopted by the institution;
- iii. refusing admission in accordance with the declared admission policy of the institution;
- iv. non publication of prospectus, (either hard copy / online) as specified in these regulations;
- 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 students 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 in the declared admission policy to be charged by such institution;

- viii. breach in reservation policy in admission as may be applicable;
 - ix. nonpayment 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;
 - x. delay in conduct of examinations or declaration of results beyond the specified schedule in the academic calendar;
 - xi. on provision of student amenities as may have been promised or required to be provided by the institution;
 - xii. non transparent or unfair evaluation practices;
 - xiii. Refund of fees, in case a student withdraws the admission within the stipulated time as mentioned in the prospectus, as notified by the Commission from time to time.
- (g) "Department Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a Department.
- (h) "Institutional Grievance Redressal Committee" means a committee constituted under these regulations, at the level of an Institution.
- (i) "College Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a college.
- (j) "University Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a University.
- (k) "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;
- (l) "Institution" for the purposes of these regulations, means any university, college or such other institutions, as the case may be;
- (m) "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;

(n) "Ombudsperson" means the Ombudsperson appointed under these regulations;

(o) "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:

i. Every higher educational 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 specified heads or categories, minimum and maximum fine 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, alongwith the category they belong to Regular / visiting ---- and teaching experience of every member of its teaching faculty.
- (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 to be imparted to the students and in particular the facilities 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.
- (k) any other information as may be specified by the Commission:

Provided that an institution shall publish / upload information referred to in items (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 on the website through advertisements displayed prominently in different newspapers and through other media:

- ii. 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. GRIEVANCE REDRESSAL COMMITTEES (GRC):

A. Department Grievance Redressal Committee (DGRC)

- (i) In case of universities, all complaints relating to a department shall first be addressed to Department Grievance Redressal Committee (DGRC) to be constituted at the level of departments/school/center whose composition shall be as follows:
 - a) Head of the Department / School / Center – Chairperson
 - b) a Professor from outside the department / school / center to be nominated by the Head of HEI – Member
 - c) A faculty member well-versed with grievance redressal mechanism to be nominated by the Head of the Department – Member.
- (ii) The Chairperson and members of the committee shall have a term of two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.
- (iv) The DGRC shall follow the principles of natural justice while deciding the grievances of the students.
- (v) The DGRC shall make efforts to resolve the grievance within the stipulated period and shall submit its report to the Head of the Institution within a period of 15 days from the date of receipt of complaint to the DGRC.
- (vi) The DGRC shall provide a copy of the report to the aggrieved person(s).

B. Institutional Grievance Redressal Committee (IGRC)

- (i) The complaints not related to departments/schools / center and the grievances not resolved at the DGRC shall be referred to the Institutional Grievance Redressal Committee (IGRC) to be constituted by Head of the HEI, whose composition shall be as follows:
 - (a) Pro-Vice Chancellor / Dean/ Senior academician of HEI – Chairperson.
 - (b) Dean of students/Dean, Students Welfare
 - (c) Two senior academicians other than Chairperson.
 - (d) Proctor / Senior academician
- (ii) The above Committee shall be approved by the statutory body of institution (Executive Council or its equivalent).
- (iii) The Chairperson of IGRC and DGRC shall not be the same. The tenure of the Committee members shall be two years.
- (iv) The quorum for the meetings shall be three, including Chairperson.
- (v) The IGRC shall consider the recommendation of DGRC while giving its recommendations. However, the IGRC shall have the power to review recommendations of the DGRC.
- (vi) The IGRC shall follow the principles of natural justice while deciding the grievances.
- (vii) The IGRC shall send the report and the recommendations to the Head of the HEI within in a period of 15 workings days from the date of receipt of grievance, or appeal or recommendations of the DGRC.
- (viii)The IGRC shall provide a copy of the report to the aggrieved person(s).

C. College Grievance Redressal Committee (CGRC)

- (i) In case of colleges, all complaints shall first be addressed to College Grievance Redressal Committee (CGRC) whose composition shall be as follows:
 - a) Principal of the college -Chairperson
 - b) Two senior faculty members nominated by the principal of the College.
- (ii) The tenure of the members shall be two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.
- (iv) The CGRC shall follow the principles of natural justice while considering the grievances of the students.
- (v) The CGRC shall send the report and recommendations to the Vice-Chancellor of the affiliating university within a period of 15 days of receiving the complaint.

D. University Grievance Redressal Committee (UGRC)

- (i) In case of grievances not resolved by CGRC, it shall be referred to University Grievance Redressal Committee (UGRC) for which the Vice-chancellor of the affiliating university shall constitute a University Grievance Redressal Committee (UGRC) consisting of five members for a individual colleges or a group of colleges keeping in view the location of the college(s). The UGRC shall be constituted by the Vice-chancellor of the affiliating university consisting of :
 - a) A senior Professor of the university – Chairperson
 - b) Dean, Student Welfare or its equivalent - Member
 - c) Three Principals drawn from the affiliating colleges, on rotation basis to be nominated by the Vice-Chancellor – Members
- (ii) The Chairperson and members of the committee shall have a term of two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.

(iv) The CGRC shall follow the principle of normal justice while deciding the grievance of the students.

(v) The CGRC shall send the report and the recommendations to the principal of the college within a period of 15 days of receiving the complaint.

E. Any person aggrieved by the decision of the Institutional Grievance Redressal Committee or University Grievance Redressal Committee may within in a period of six days prefer an appeal to the Ombudsperson.

5. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

(i) Each HEI shall appoint an Ombudsperson for redressal of grievances of students under these regulations.

(ii) The Ombudsperson shall be a person not related to the university and who is a retired Vice-Chancellor, Registrar or a faculty member who has at least ten years of experience as a Professor.

(iii) The Ombudsperson shall not be in any conflict of interest with the university, either before or after his appointment.

(iv) The Ombudsperson, 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 any 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.

(v) The Ombudsperson in a State University shall be appointed by the Executive council of 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 or his nominee - Chairperson
 - (b) Vice-Chancellor of a University of State to be nominated by the State Government – Member
 - (c) Vice-Chancellor of the concerned State University – Member
 - (d) Registrar of the concerned State University – Secretary (non-voting)
- (vi) The Ombudsperson in a Central University and institution deemed to be university shall be appointed by the Executive Council of the Central University or the equivalent statutory body of the Deemed to be University, as the case may be, on part - time basis from a panel of three member recommended by the search committee consisting of the following members, namely:-
- (a) Nominee of University Grants Commission – Chairperson
 - (b) One Vice Chancellor from Central University to be nominated by UGC (for Central Universities) – Member

OR

- One Vice Chancellor from institution deemed to be university to be nominated by the UGC (for Deemed to be Universities) - Member
- (c) The Vice Chancellor of the university – Member
 - (d) The Registrar of the university – Secretary (Non-Voting)
- (vii) The Ombudsperson shall be a part time officer appointed for a period of three years from the date he/she assumes the office and may be reappointed for another one term in the same university.
- (viii) The Ombudsperson shall be paid the sitting fee per day as per the norms of the university for hearing the cases, in addition to the reimbursement of the conveyance.

- (ix) The Ombudsperson may be removed on charges of proven misconduct or misbehavior or as defined under these regulations, by the concerned appointing authority i.e. the Executive Council of the University.

6. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear any appeal of an applicant for admission as student or student of the university against the university or institution affiliated to it as the case may be, after the student has availed all remedies available in such institution for redressal of grievance such as IGRC / UGRC;
- (ii) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsperson. However, the issues of malpractices in the examination and evaluation processes may be referred to the Ombudsperson.
- (iii) Ombudsperson may seek the 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 student(s).

7. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSON AND GRIEVANCE REDRESSAL COMMITTEE:

- (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 of that institution may submit an application seeking grievance redressal.
- (ii) On receipt of any online complaint, the institution shall refer the complaint to the appropriate Grievance Redressal Committee, as the case may be, along with its comments within 15 days of receipt of complaint on online portal.
- (iii) The 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 person.

- (iv) An aggrieved person may appear either in person or be represented by such person as may be authorized to present his/her case.
- (v) The Grievances not resolved at the appropriate Grievance Redressal Committee(s) shall be referred to the Ombudsperson.
- (vi) The institution shall co-operate with the Ombudsperson or the Grievance Redressal Committee(s), as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsperson to the Vice Chancellor.
- (vii) On the conclusion of proceedings, the Ombudsperson 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, after giving due hearing to both the parties.
- (viii) Every order under the signature of the Ombudsperson shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.
- (ix) The institution shall comply with the recommendations of the Ombudsperson. Any recommendations of the Ombudsperson not complied with by the institution shall be reported by the Ombudsperson to the Commission.
- (x) In case of any false or frivolous complaint, the Ombudsperson may recommend appropriate action against the complainant.

8. INFORMATION REGARDING OMBUDSPERSON GRIEVANCE REDRESSAL COMMITTEE:

The institution shall provide detailed information regarding provisions of Grievance Redressal Committee(s) and Ombudsperson on their website and in their prospectus prominently.

9. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution which willfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal

Committee(s), 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 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) The Commission may take necessary and appropriate action as it may deemed fit, in case of an institution deemed to be university;
- (g) recommend to the concerned State Government for necessary and appropriate action, in case of a university established or incorporated under a State Act;
- (h) The Commission may take necessary and appropriate actions against any institution for non-compliance.

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 an opportunity of being heard has been provided to it.

(Prof. Rajnish Jain)
Secretary