This is with reference to the letter received from UGC ref no. D.O. No. F.2-1/2013 (PG/Pt. File) dated August 8, 2017 forwarded from the office of the Registrar vide ref no. GGSIPU/Registrar's office/6250 dated 12.09.2017 regarding online Students' Grievance Redressal Portal. (Copy of the letter is enclosed)

The Ministry of Human Resource Development, Government of India, vide its letter No. 9-24/2017-U.II dated 3rd 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/Institution/College to ensure publicity/awareness of the establishment of Grievance Redressal Mechanism and Students Grievances Portal.

As conveyed in the letter, keeping in view the importance of the issue, all the Deans/Directors, of the USSs/Centers and Principal/Director of affiliated colleges are requested to exhibit a notice board giving details of the PG Portal of UGC (http://www.UGC.ac.in/grievance/) in their respective University Schools/Centers/Colleges/Institutions.

Copy to:
1) Dean, USICT
2) Dean, USMS
3) Dean, USBT
4) Dean, USE
5) Dean, USCT
6) Dean, USBAS
7) Dean, USHSS
8) Dean, USLLS
9) Dean, USEM
10) Dean, USMC
11) Dean, USAP
12) Dean, USM&PMHS
13) Director, CEPS/CDMS/DRC/DSW
14) All Director/Principal of affiliated colleges
15) Proctor, for information only
16) Incharge, Server Room, for uploading on the University Website
17) PRO, for information only
18) AR to Registrar, for information of the Registrar
19) SO to Pro Vice Chancellor, for information of Pro Vice Chancellor
20) AR to VC, for information of Hon’ble Vice Chancellor
21) Guard File
Dear Sir/Madam,

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

The Ministry of Human Resource Development, Government of India, vide its letter No.9-24/2017-UL dated 3rd 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
Guru Gobind Singh Indraprastha Vishwavidyalaya
Sector 16 C,
Dwarka,
Delhi-110 078.