



1970 - 2020

Anjuman Khairul Islam's

# POONA COLLEGE OF ARTS, SCIENCE & COMMERCE

- Affiliated to Savitribai Phule Pune University: ID No PU/PN/ASC/023/1970
- Junior College Index No: J-11.15.004
- Government of Maharashtra and Savitribai Phule Pune University Recognized Minority Institute
- UGC - 2(f) & 12 (B) Status • NAAC Re-accredited College • DST - FIST Funded College



K. B. Hidayatullah Road, Camp,  
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## Professor (Dr.) Aftab Anwar Shaikh

M.Com, Ph.D (Busi. Admin.)

PRINCIPAL

### Grievance Redressal Policy

The Student's Grievance Redressal Cell desires to promote and maintain a conducive and unprejudiced educational environment.

- The objectives of Students Grievance Redressal Cell include the following: -
  - To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
  - To make officials of the College responsive, accountable and courteous in dealing with the students.
  - To ensure effective solution to the student's grievances with an impartial and fair approach.
- The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".
- Grievances otherwise received were forwarded to the chairman of the cell for immediate redressal. In all such cases prompt action were taken and the matter sorted out. In all cases the aggrieved student was informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same.
- Functions: -
  - 1] Redressal of Students' Grievances to solve their academic and administrative problems.
  - 2] To co-ordinate between students and Departments / Sections to redress the grievances.
- Students' Grievance Procedure: -
  - The grievance procedure is a mechanism to sort out the issues between student and college. It is a means by which a student who believe that, he / she has been treated unfairly with respect to his / her academic / administrative affairs is to be redressed. It enables to express feelings by initiating and pursuing the grievance



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procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

- The students are required to lodge their grievances in the written format and is required to be put in the drop box placed outside the Principal's office. Similar Drop boxes are also available in girl's common room and outside the library. The secretary in turn intimates the matter to the committee for necessary action. Final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students.
- Grievances otherwise Received were forwarded to the committee for Immediate redressal. In all such cases prompt action is to be taken and the matter sorted out. In all cases the aggrieved is to be informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same.

### Cell Members: -

- 1] Dr.(Mrs.) Bhavana Deshpande
- 2] Dr. F. M. D. Attar
- 3] Dr. Abrar Ahmed



Principal

Principal  
Poona College of Arts, Science & Commerce  
Camp, Pune-411001.  
Principal Office



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)

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

7<sup>th</sup> December, 2018

**PUBLIC NOTICE**

**ON**

**UGC (GRIEVANCE REDRESSAL) REGULATIONS, 2018**

UGC had notified UGC (Grievance Redressal) Regulations, 2012 in official Gazette of India on **23<sup>rd</sup> 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](mailto:grmhei.2018@gmail.com) on or before **31<sup>st</sup> 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



UNIVERSITY OF PUNE



CIRCULAR NO. 77 OF 2013

It is hereby notified for information of all concerned that the amended Ordinance 157 as regards maintenance of discipline and good conduct by students has come into force with effect from 01.07.2013.

**Ordinance 157: Maintenance of Discipline and Good Conduct by Students:**

(Under Section 5 Sub Section (6) and (28) of the Maharashtra Universities Act, 1994).

1. Every student, during term of the course, shall be under disciplinary jurisdiction of the Competent Authority which shall take appropriate action, in case of indiscipline/misconduct on part of the student.

The Ordinance has come into force w.e.f. 01.07.2013.

2. Definitions: In this Ordinance unless the context otherwise requires,
  - (i) 'Student' means and includes a person who is enrolled as such by the University, Affiliated college or Recognised Institutions for receiving instructions and or qualifying for any degree or diploma or certificates of the University.  
Note: This includes External Students also.
  - (ii) 'Institution' means and includes University/Affiliated College/Recognized Institutions, as the case may inclusive of Campus, Hostels, Play-grounds, Laboratory, Libraries, Gymnasium thereof.
  - (iii) 'Competent Authority' for the purposes of the ordinance means and includes Head of the Teaching Department of the University, Principal of the Affiliated College; Head of the Recognized Institution, Chief Rectors of the University Hostels for the concerned students as such other persons, vested with the authority by Vice-Chancellor for external students.

Provided in respect of mis-conduct regarding University examination, Executive Council shall only be the Competent Authority.

3. Obligations of the Students : Every student, shall all times,
  - (i) Conduct himself properly
  - (ii) Maintain proper behaviour.
  - (iii) Observe strict discipline both within the campus of the Institution, Hostel and also outside, in Buses, Railways Trains or at public places, or at Picnic on Educational Trips arranged by the Institution or at Playgrounds.
  - (iv) Ensure that no act of this consciously or unconsciously bring the Institution or any establishment or authority connected with it into disrepute.
  - (v) Shall not lodge any complaint or make any representation regarding any matter connected with the Institution to press or other outside institution/agency etc. without forwarding the same through the Head of the concerned Institution.
4. Any act of a student which is contrary to the provisions of clause (3) shall constitute misconduct and/or indiscipline, which terms shall mean and include, among others, any one or more of the acts jointly or severally, mentioned hereinafter, namely :
  - (i) Any act that directly or indirectly causes or attempts to cause disturbance in the lawful functioning of the Institution.
  - (ii) Habitual un-punctuality in attending lectures, practicals, tutorials and other courses as may be prescribed.
  - (iii) Repeated absence from lectures, tutorials, practicals and other courses as prescribed.
  - (iv) Canvassing for or accepting contribution or otherwise association himself with raising of any fund or any collections in cash or in kind in pursuance of any object whatsoever without the previous sanction of the Competent Authority.

- (v) Occupation of any building such as, hostel room, residential quarter or such other accommodation in the premises owned or hired by the Institution, without prior permission from the Competent Authority.
- (vi) Permitting or conniving with any person not authorized to occupy any hostel-room, residential quarter, or any accommodation or any part thereof of the Institution.
- (vii) Securing admission in the Institution, to any undergraduate or post-graduate programme or any other course by fabrication or suppression of facts or information.
- (viii) Obstruction to any student or group of students in his or their legitimate activities as such, whether in the classroom, laboratories, fields, playgrounds gymnasium or places of social and cultural activity within the campus of the Institution.
- (ix) Suppressing material information or supply of false information to the Institution, for seeking any privilege.
- (x) Possessing or using any fire arms, lethal weapons explosive, or dangerous or corrosive substance on the premises of the Institution.
- (xi) Possessing or consuming any poisonous or stupifying drugs or intoxicant or tobacco or Ghutaka smoking or alcoholic beverage in any form in the Institution.
- (xii) Ragging, bullying or harassing any student in Institution or outside thereof.
- (xiii) Indulging in any act as would cause annoyance, embracement to any other student, or member of the authority of the Institution, to staff member or any member of the family of the staff.
- (xiv) Indulging in any act of violence, assault, intimidation or threatening in the Institution or Hostels or outside thereof.
- (xv) Destroying or attempting to destroy or tamper with any official record or document of the Institution.

- (xvi) Conduct, unbecoming of the student, at any meeting or special functions or sports and cultural activities arranged by the Institutions or at any other public place.
- (xvii) Stealing or damaging any farm produce or any property belonging to the Institution, staff member of the Institution or any other student.
- (xviii) Instigating violence or participating in any violent demonstrations or violent agitation or violent strike in the Institution.
- (xix) Instigating or participating in any gherao of any official or staff member of the Institution.
- (xx) Violation of any of the Rules and Regulations of the Institutions or orders of the Competent Authority.
- (xxi) Gambling in any form in the Institution.
- (xxii) Disorderly behaviour in any form or any act specifically forbidden by the Competent Authority.
- (xxiii) Refusal to appear to give evidence before Enquiry Officer appointed by the Competent Authority with respect to a charge against him.
- (xxiv) Any act violating any provision of the Maharashtra Universities Act, 1994, Statutes, Ordinances, Rules made thereunder.
- (xxv) Conviction, in the Court of Law for criminal offence, involving moral turpitude.
- (xxvi) Any other act not specifically mentioned hereto before which, whether by commission or omission, as would in the circumstances of the case be considered by the Competent Authority as an act of misconduct and/or indiscipline.
- (xxvii) Use of mobiles at classrooms/laboratory/library.

(xxviii) Use of Hot plates, Electric Iron, Tea/Coffee making machines, Water heating coils , radio, non academic use of computers & Laptops

5. The Competent Authority may impose any one or more of the following punishment/s on the students found guilty or misconduct, indiscipline, in proportion thereof.

- (i) Warning/censure/Reprimand.
- (ii) Fine not exceeding Rs. 5000/-.
- (iii) Cancellation of the scholarship/award/prize/medal, awarded to the student by the concerned Institution, with prospective effect.
- (iv) Expulsion from the concerned Institution.
- (v) Debarring from admission to a course or courses of study in the concerned Institution. Debarring from appearing for examination or examinations, conducted by the Institution concerned, for a specific period, not exceeding five years.
- (vi) Cancellation of the result of the student concerned in the examination of the concerned Institution, in which he has appeared.
- (vii) Rustication from the Institution for the period not exceeding five years.

6. If the Competent Authority is satisfied that there is a prima facie case for inflicting penalties, mentioned in Clause No. 5, it may itself or through other person/persons, authorized by it, for this purpose, shall make enquiry, in following manner :

- (i) Due notice in writing shall be given to the student concerned about his alleged act of misconduct/indiscipline.
- (ii) Student charged shall be required within 15 days of the notice to submit his written representation about such charge/s.
- (iii) If the student fails to submit his written representation within specified time limit, the enquiry may be held ex-parte.

- (iv) If oral evidence of the witness against student is recorded by the Enquiry Authority, the student charged shall be given an opportunity to cross examine the witness concerned.
  - (v) If the student charged, desires to see the relevant documents, such of the documents, are being taken into consideration or are to be relied upon for purposes of proving the charge or charges, may at the discretion of the Enquiry Authority, be shown to him after the notice as provided in sub-clause (I) above is furnished to him.
  - (vi) The student charged shall be required to produce documents, if any, in support of his defence. The Enquiry Authority may admit relevant evidence, documentary or otherwise at any stage before the final orders are passed.
  - (vii) Legal practitioner shall not be allowed to appear on behalf of the student charged, in the proceedings before the Enquiry Authority.
  - (viii) Enquiry Authority shall record findings on each implication of misconduct or indiscipline, and the reasons for such findings and submit the report along with proceedings to the Competent Authority.
  - (ix) The Competent Authority on the basis of findings, shall pass such orders as it deems fit.
7. Provided procedure prescribed above need not be followed and all or any of its provisions may be waived in the following circumstances :
- (i) When the student charged admits the charges in writing.
  - (ii) When the order of punishment is to be based on facts which have led to the conviction of the student charged, for the offence involving moral turpitude.
  - (iii) When the student charged has absconded or for any other reasons it is impracticable to communicate with him.
  - (iv) If in the opinion of the Competent Authority, a punishment or fine not exceeding Rs. 5000/- or Reprimand Censure, Warning is sufficient.
8. If the punishment of rustication is imposed on a student by Principal of the College/Head of the Institution/Head of the Teaching Department or

such other person in whom the authority is vested by the Vice-Chancellor for external students, such a student shall be entitled to prefer an appeal to the Vice -Chancellor, if the punishment is imposed by the Vice -Chancellor, student shall be entitled to prefer an appeal to the Management Council of the University within thirty days of the receipt of the notice of the punishment.

9. In respect of such student, Head of the Institution shall maintain record of the punishment.
10. The institution shall, on each occasion of any punishment being imposed on any student, intimate by a letter, to be sent Under a Certificate of Posting, the fact of such imposition to the parent or guardian of such student on the address available in the college records.
11. A copy of these rules shall be supplied to each student at the time of his admission to the Institution and a receipt for the same shall be obtained from the student. This receipt shall form a part of the record of admission of the student.
12. If any foreign student is admitted for any course, concerned Institution shall send copy of the rules to concerned foreign embassy and department of external affairs.
13. Central Discipline Committee be constituted at University level, Separate discipline committee's for each department & service unit be constituted under the chairmanship of Head.
14. Discipline Committee be constituted by every affiliated college/recognized institution under the chairmanship of Principal/Director.

**Ref. No.** Law/2013/273

**Date:** 01.07.2013



Registrar

**Copy for information to:**

- 1) The Principals of Affiliated Colleges
- 2) The Heads of Recognized Institutions
- 3) The Heads of University Departments
- 4) The Heads of Sections in the University Office

**HIGHER AND TECHNICAL EDUCATION DEPARTMENT,**

Madam Cama Marg, Hutatma Rajguru Chowk, Mantralaya,  
Mumbai 400 032, dated the 25th February 2019.

**NOTIFICATION**

MAHARASHTRA PUBLIC UNIVERSITIES ACT, 2016.

No. Parini-2018/CR-125/Vishi-2.—In exercise of the powers conferred by sub-section (10) of section 72 read with sub-section (11) of section 71 and clause (b) of sub-section (2) of section 56 of the Maharashtra Public Universities Act, 2016 (Mah. Act No. VI of 2017), the Government of Maharashtra hereby prescribes the Uniform Statute relating to the functional mechanism of working of the Students' Grievance Redressal Cell, namely:—

**UNIFORM STATUTE No. 5 OF 2019**

1. *Short Title.*—This Statute may be called the Maharashtra Public Universities (Functional Mechanism of Working of Students' Grievance Redressal Cell) Uniform Statute, 2019.

2. *Definitions.*—(1) In this statute unless the context otherwise requires,—

(i) "aggrieved student" means a student who has any complaint in the matter concerned with the grievances defined under this statute and includes a person seeking admission to a university or college or recognized institution of higher education ;

(ii) "declared admission policy" means such policy for admission to a course or program of study as may be offered by the university or college or recognized institution and published in the prospectus ;

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

(a) making admission contrary to merit determined in accordance with the declared admission policy of the State and university ;

(b) irregularity in the admission process by the university or college or recognized institution;

(c) refusing admission in accordance with the declared admission policy as published in prospectus ;

(d) non-publication of prospectus either hard copy or online, as specified in para 3 of this Statute ;

(e) publishing any information in the prospectus, which is false or misleading, and not based on facts ;

(f) withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with the university or college or recognized institution by a person while seeking admission in such university or college or recognized institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue ;

(g) demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such university or college or recognized institution ;

(h) breach of the policy for reservations in admission as may be applicable ;

(i) insisting upon students to submit the original academic and personal certificates and testimonials like mark sheets, school leaving certificate and other such documents at the time of admission, wherever such original documents are not compulsorily required ;



(j) complaints of alleged discrimination of students on the grounds of gender, race, caste, class, creed, place of birth, religion and disability;

(k) non-payment or delay in payment of scholarships to any student by the university or college or recognized institution after receiving the same from concerned authority;

(l) non-adherence of rules of refund of fees in case of cancellation of admission;

(m) undue delay in conduct of examinations or declaration of results beyond that specified in the academic calendar ;

(n) failure to provide student amenities as may have been promised or required to be provided by the university or college or recognized institution ;

(o) non-transparent or unfair evaluation practices ;

(iv) "Department Grievance Redressal Cell (DGRC)" means a Cell constituted under this Statute, at the level of a university department or university institution as prescribed in sub-para (1) of para 5;

(v) "Institutional Grievance Redressal Cell (IGRC)" means a Cell constituted under this Statute, at the level of the university as prescribed in sub-para (2) of para 5;

(vi) "College Grievance Redressal Cell (CGRC)" means a Cell constituted under this Statute, at the level of a college or recognized institution, as the case may be as prescribed in sub-para (3) of para 5;

(vii) "University Grievance Redressal Cell (UGRC)" means a Cell constituted under this Statute, at the level of the university as prescribed in sub-para (4) of para 5;

(viii) "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 ;

(ix) "Ombudsperson" means the Ombudsperson appointed under this Statute.

(2) Words and expressions used but not defined in this Statute shall have the same meanings respectively assigned to them in the Maharashtra Public Universities Act, 2016 (Mah. Act No. VI of 2017).

### 3. *Mandatory publication of prospectus, its contents and pricing.*—

(1) Every university or college or recognized institution shall publish and upload on its website, before expiry of at least sixty days prior to the date of commencement of the admission process to any of its courses or programs of study, a prospectus containing the following for the information of person intending to seek admission to such university or college or recognized institution and the general public, namely:—

(i) 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 university, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;

(ii) each component of the fee, deposits and other charges payable by the students admitted to such university or college or recognized institution for pursuing a course or program of study, and the other terms and conditions of such payment;

(iii) 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;

(iv) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student to a particular course or program of study, specified by the university or college or recognized institution;

(v) 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;

(vi) rules or regulations for imposition and collection of any fines specified heads or categories, minimum and maximum fine may be imposed.

(vii) the percentage of tuition fee and other charges refundable to a student admitted in such university or college or recognized institution in case student withdraws from such university or college or recognized 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;

(viii) documents to be submitted at the time of admission;

(ix) details of the teaching faculty, including their educational qualifications, alongwith the category they belong to Regular or Visiting and teaching experience of every member of its teaching faculty;

(x) information with regard to physical and academic infrastructure and other facilities including hostel accommodation, library and 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 university or college or recognized institution ;

(xi) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the university or college or recognized institution;

(xii) clear demarcation of aided and un-aided courses;

(xiii) any such information as the university or college or recognized institution may deem fit.

(2) The university or college or recognized institution shall publish or upload information referred to in sub-para(1) above, on its official website, and inform prospective students and the general public by giving wide publicity in newspapers and through other media.

(3) The university or college or recognized institution shall fix the price of each printed copy of the prospectus including admission form, 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. *Exclusion to Entertain Grievances.*—Grievances relating to subject matters governed by any Statutory Mechanism evolved by the State Government for which grievance redressal mechanism has specifically been provided under the relevant State Act, shall not be entertained by the Grievances Redressal Cells or the Ombudsperson.

5. *Grievance Redressal Cells.*—(1) Department Grievance Redressal Cell (DGRC)

(i) In case of universities, all complaints relating to university department or university institution shall first be addressed to Department Grievance Redressal Cell (DGRC) to be constituted at the level of university department or university institution, composition of which shall be as follows:—

(a) Head of the university department or university institution – Chairperson;

(b) A Professor from outside the university department or university institution to be nominated by the Vice-Chancellor- Member ;

(c) A faculty member well-versed with grievance redressal mechanism to be nominated by the Head of the university department or university institution – Member-Secretary.

(ii) The Chairperson and members of the Cell 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 resolve the grievance within period of fifteen days of receiving the complaint and shall submit its report to the head of the department or head of the institution, as the case may be.

(vi) The DGRC shall provide a copy of the order to the aggrieved person(s).

(2) Institutional Grievance Redressal Cell (IGRC) :

(i) The complaints not related to university department or university institution and the grievances not resolved at the DGRC shall be referred to the Institutional Grievance Redressal Cell (IGRC) to be constituted by the Vice-Chancellor of the university, composition of which shall be as follows:—

(a) Pro-Vice Chancellor / Dean / Senior professor – Chairperson.

(b) two senior professors other than Chairperson - Member

(c) one Senate member from the constituency of registered graduates - Member

(d) Director, Students' Development -Member Secretary.

(ii) The Chairperson of IGRC and DGRC shall not be the same. The tenure of the Cell members shall be two years.

(iii) The quorum for the meetings shall be three, including Chairperson.

(iv) The IGRC shall consider the recommendation of DGRC while taking the decision. However, the IGRC shall have the power to review recommendations of the DGRC.

(v) The IGRC shall follow the principles of natural justice while deciding the grievances.

(vi) The IGRC shall resolve the grievance within period of fifteen days of receiving the complaint. The IGRC shall suggest periodically to the University, different ways and means to minimize and prevent such grievances.

(vii) The IGRC shall provide a copy of the order to the aggrieved person(s).

(3) College Grievance Redressal Cell (CGRC):

(i) In case of colleges or recognized institutions, all complaints shall first be addressed to College or Recognized institution Grievance Redressal Cell (CGRC) composition of which shall be as follows.—

(a) Principal of the college or head of the recognized institution-Chairperson;

(b) two senior faculty members nominated by the Principal of the College, or head of the recognized institution;

(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 resolve the grievance within period of fifteen days of receiving the complaint. The CGRC shall suggest periodically to the Management and University, as the case may be different ways and means to minimize and prevent such grievances.

(vi) The CGRC shall provide a copy of the order to the aggrieved person(s).

(4) University Grievance Redressal Cell (UGRC):

(i) In case of grievance against the university and the grievance not resolved by CGRC, it shall be referred to University Grievance Redressal Cell (UGRC) for which the Vice-Chancellor of the affiliating university shall constitute a University Grievance Redressal Cell (UGRC) consisting

of the six members for an individual college or recognized institution or a group of college or recognized institution keeping in view the location of the college or recognized institution. The UGRC shall be constituted by the Vice-chancellor of the university consisting of:—

(a) Pro-Vice Chancellor / Dean / Senior professor – Chairperson;

(b) three Principals from amongst the members of the Senate, of whom one shall be a woman and one shall be from Scheduled Castes or Scheduled Tribes or Denotified Tribes or Nomadic Tribes or Other Backward Classes;

(c) one member of the Senate from the constituency of registered graduates;

(d) Director, Students' Development - Member Secretary.

(ii) The Chairperson and members of the Cell shall have a term of two years.

(iii) The quorum for the meeting shall be three, including Chairperson.

(iv) The UGRC shall follow the principles of natural justice while deciding the grievance of the students.

(v) The UGRC shall resolve the grievance within a period of fifteen days of receiving the complaint. The UGRC shall suggest periodically to the Management and University, as the case may be different ways and means to minimize and prevent such grievances.

(vi) The UGRC shall provide a copy of the order to the aggrieved person(s).

(5) Any person aggrieved by the decision of the Institutional Grievance Redressal Cell or University Grievance Redressal Cell may within a period of six days prefer an appeal to the Ombudsperson.

(6) In case the grievance is against any member in the Cell, the concerned member shall abstain himself from the proceeding on such issue.

6. *Ombudsperson.*-(1) The university shall appoint an Ombudsperson to hear and decide the appeals against the decisions of the Institutional Grievance Redressal Cell or University Grievance Redressal Cell.

(2) The Ombudsperson shall be a person not related to the university and who is a judge not below the rank of retired District Judge or a retired Vice-Chancellor or a retired Registrar or a retired Professor or a retired Principal.

(3) The Ombudsperson shall not, at the time of appointment during one year before such appointment or in the course of his tenure as Ombudsperson be in a conflict of interest with the university where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement towards the university.

(4) The Ombudsperson, or any member of his immediate family shall not—

(i) hold or have held at any point in the past, any post or employment in the office of profit in the university;

(ii) have any significant relationship, including personal, family, professional or financial, with the university;

(iii) hold any position in university by whatever name called, in the administration or governance structure of the university.

(5) The Ombudsperson in the university shall be appointed by the Vice-Chancellor of the university, with the approval of the Management 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:—

(i) Eminent educationist nominated by Chancellor-Chairperson;

(ii) Vice-Chancellor of the public university to be nominated by the State Government ...

Member;

(iii) Vice-Chancellor of the concerned university..... Member;

(iv) Registrar of the concerned university.... Secretary.

(6) The Ombudsperson shall be a part-time officer appointed for a period of three years, from the date he resumes the office and may be re-appointed for another one term in the same university. It shall be ensured by the university that the office of Ombudsperson shall not remain vacant for a period more than three months and within such period of vacancy, the Vice-Chancellor shall assign temporary charge to the sitting Ombudsperson from any of the universities governed by the Maharashtra Public Universities Act, 2016 (Mah. Act No. VI of 2017).

(7) The Ombudsperson shall be paid the sitting fee per day as approved by the Management Council of the University for hearing the cases, in addition to reimbursement of the conveyance.

(8) The Ombudsperson may be removed on charges of proven misconduct or misbehaviour or for violation of any of the conditions mentioned in sub-clauses (3) and (4) above, by the Vice-Chancellor with the approval of the Management Council of the University.

**7. Powers and Functions of Ombudsperson.—**(1) The Ombudsperson shall have power to hear and decide appeals against the decisions of the Institutional Grievance Redressal Cell or University Grievance Redressal Cell.

(2) No appeals for revaluation or remarking of answer sheets shall be entertained by the Ombudsperson. However, appeals relating to issues of malpractices in the examination and evaluation processes may be referred to the Ombudsperson.

(3) The Ombudsperson may seek an assistance of any person as *amicus curiae*, for hearing complaints of alleged discrimination.

(4) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving an appeal from the student.

**8. Procedure for Redressal of Grievances by Ombudsperson and Grievance Redressal Cell.—**(1) University or college or recognized 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 university or college or recognized institution may submit an application seeking grievance redressal.

(2) On receipt of any online complaint, the university or college or recognized institution shall refer the complaint to the appropriate Grievance Redressal Cell or the Ombudsperson, as the case may be, along with its comments within 15 days of receipt of complaint on online portal.

(3) The Grievance Redressal Cell or the Ombudsperson, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the university or college or recognized institution and the aggrieved person.

(4) An aggrieved person may appear either in person or be represented by such person other than legal practitioner, as may be authorized to present his case.

(5) The grievances not resolved at the appropriate Grievance Redressal Cell(s) shall be referred to the Ombudsperson.

(6) The university or college or recognized institution shall co-operate with the Ombudsperson or the Grievance Redressal Cell(s), as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsperson or Grievance Redressal Cell(s), as the case may be, to the Vice-Chancellor of the university.

(7) On the conclusion of proceedings, appropriate Grievance Redressal Cell or the Ombudsperson, as the case may be, 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.

(8) Every order under the signature of the Ombudsperson or Chairperson of the appropriate Grievance Redressal Cell, as the case may be, shall be provided to the aggrieved person and the university or college or recognized institution, as the case may be, and shall be placed on the website of the university or college or recognized institution.

(9) The university or college or recognized institution, as the case may be, shall comply with the recommendations of the Ombudsperson. Any recommendations of the Ombudsperson not complied with by the university or college or recognized institution, as the case may be, shall be reported by the Ombudsperson to the University Grants Commission.

(10) In case of any false or frivolous complaint, the Ombudsperson may recommend appropriate action against the complainant.

9. *Information Regarding Ombudsperson and Grievance Redressal Cell.*—The university or college or recognized institution, as the case may be, shall provide detailed information regarding provisions of Grievance Redressal Cell(s) and Ombudsperson on their website and in their prospectus prominently.

10. *Consequences of Non-Compliance.*—The University Grants Commission, in respect of any university or college or recognized institution, as the case may be, which wilfully contravenes this Statute or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal Cell(s), as the case may be, may proceed to take one or more of the following actions, namely:—

(1) Withdrawal of declaration of fitness to receive grants under section 12B of the University Grants Commission Act, 1956 (3 of 1956);

(2) Withholding any grant allocated to the university or college or recognized institution, as the case may be;

(3) Declaring the university or college or recognized institution, as the case may be, ineligible for consideration for any assistance under any of the general or special assistance programmes of the University Grants Commission;

(4) Informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the University Grants Commission, declaring that the university or college or recognized institution, as the case may be, does not possess the minimum standards for redressal of grievances;

(5) Recommend to the affiliating university for withdrawal of affiliation, in case of a college and withdrawal of recognition in case of recognized institution;

(6) Recommend to the concerned State Government for necessary and appropriate action, in case of a university;

(7) Take necessary and appropriate actions against any university or college or recognized institution, as the case may be, for non-compliance :

Provided that no action shall be taken by the University Grants Commission unless the university or college or recognized institution, as the case may be, has been given an opportunity to explain its position and an opportunity of being heard has been provided to it.

By order and in the name of the Governor of Maharashtra,

SIDDHARTH KHARAT,  
Joint Secretary to Government.