

**SAS GOVERNMENT DEGREE COLLEGE-NARAYANAPURAM**

## **GRIEVANCE REDRESSAL CELL**





## **COLLEGE GRIEVANCE REDRESSAL COMMITTEE(CGRC)**

SAS Government Degree College , Narayana Puram is always in the frontline to redress the grievances of its stakeholders. SAS GDC has constituted a grievance redressal committee for handling and solving the grievances or concerns of its stakeholders. The committee works with an aim to promote and maintain a sustainable , unbiased and positive educational environment. It adopts a process of investigation in which the committee enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. The college has been dealing with the following the grievances of Students/Faculty/Stakeholders.

### **Objectives**

1. To create a platform where staff and students can raise their problems about academic and non-academic matters
2. To receive suggestions from the staff and students for improvement
3. To ensure effective solution to the staff and students to redress their problems

### **Functions**

1. The cases are attended promptly on the receipt of return grievances from staff and students
2. The cell reviews all cases and acts accordingly as per the policy
3. The cell submits report to the authority regarding the cases attended

### **Mechanism of the GRC:**

1. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
2. The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
3. Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
4. The GRC may mediate between complainant and defendant against who the complaint has been made, if required.
5. GRC shall consider redressing of grievances within a reasonable time.
6. The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

### **Purpose :**

The CSGRC of college functions with following purposes.

1. To ensure a democratic environment in the campus.
2. To acquaint all teacher-trainees about their rights and duties.
3. To solve the various personal and educational related grievances of the teacher-trainee.
4. To make the institute student friendly.
5. To ensure the qualitative as well as quantitative development of institution through CSGRC.

## 2 PHOTOS OF COMPLAINT BOX WITH STAKEHOLDERS



### List of Student Grievances: -

#### A) Grievance related to Admission

- i. Admission contrary to merit determined
- ii. Irregularity in the process
- iii. Refusal to admit in accordance
- iv. Demand of money in excess
- v. Violation of any law in regard to reservation of seats
- vi. Delay in payment of scholarships

#### B) Grievances that are Academic in nature

- i. Academic Quality
- ii. Academic Integrity dispute
- iii. Course material
- iv. Class time table
- v. Inadequate learning resources (IT, Library, Labs / Equipment, etc.)
- vi. Attendance/directed reading
- vii. Internal Assessment
- viii. Co-curricular activities
- ix. Grade Dispute
- x. Non-publication of a prospectus
- xi. Publishing false or misleading information and not based on facts
- xii. Withholding of or refusal to return any of the documents
- xiii. Non-transparent or unfair practices adopted
- xiv. Denial of quality of education

**C)Against Faculty and staff**

- i. Academic delivery & quality
- ii. Classroom conduct
- iii. Regularity & punctuality
- iv. Any discrimination / victimization of students

**D)Grievance related to examination**

- i. Registration / Re-registration / Student Records
- ii .Mid-Semester / End-Semester / Supplementary exam scheduling / date sheet
- iii .Evaluation of answer books Grading / results
- iv. Re-checking/ Re- evaluation
- v. De-barred / Year back cases
- vi. Discrepancy in Diplomas / Degrees
- vii. Delay in conducting examinations
- viii. Delay in the declaration of results

**E)Grievance related to Summer Internship & Placements**

- i. Discrimination in summer Internship selection
- ii. Discrimination or non-adherence of placement procedures /rules

**F)Grievance related to Amenities & Services**

- i .Common services (Transportation / Canteen / Medical, etc.)
- ii .Extra-curricular facilities
- iii. Student Financial Aid
- iv. Travel Concession
- v. Identity Cards

**G)Grievance related to finance**

- i. Fees and Dues
- ii. Fee Concessions

**H)Grievance related to student conflicts**

- i. Conflict between students of same Program
- ii. Conflict between students of other Programs

**I)Harassment by fellow students or faculty/ staff etc.**

- i. Bullying

**J)Grievances of alleged discrimination**

- i. SC/ST/OBC
- ii .Minorities
- iii. Persons with disabilities

**K)Others**

- I .Any action initiated/taken contrary to the
  - a .Statutes
  - b. Ordinances
  - c .Rules

- d. Regulations
- e. Guidelines of the institution

II. Any action initiated/taken contrary to the regulations/guidelines made/issued by the commission.

**Internal Complaints Committee: -**

An ICC, as the name suggest, is an internal complaints committee of a work place to receive and redress complaints of sexual harassments. A committee constituted for redressal of Complaints by the Aggrieved person and making recommendations for resolution to the management team.

**Anti- Discrimination Committee: -**

SASGDC established an Anti Discrimination committee to avoid the discrimination among the students such as treating a person or particular group of people differently, especially in a worse way from the way in which you treat other people, because of their race, gender, sexuality, etc.,

**Anti-Ragging Committee: -**

SASGDC established an Anti-Ragging Committee inculcating Culture of Ragging Free Environment in the Campus. The Anti-Ragging Squad will work under the supervision of Anti Ragging Committee and to engage in the works of checking places like Hostels, Buses, Canteens, Classrooms and other places of student congregation. Anti-Ragging Committee will be involved in designing strategies and action plan for curbing the Menace of Ragging in the college by adopting array of activities. The Committee also would conduct awareness programmes from time-to-time in the campus.

**Time taken to resolve the Grievance: -**

- The CGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy there of to the aggrieved stakeholder preferably within a period of **15 working days** from the date of receipt of the compliant.
- Any stakeholder aggrieved by the decision of the College Grievance Redressal Committee may prefer an appeal to the Commissionerate of Collegiate Education, within a period of **15 days from the date of receipt** of such decision.
- The Commissionerate of Collegiate Education shall make all efforts to resolve the grievance within a period of **30 days of receiving the appeal** from the aggrieved stakeholders.

**COLLEGE GRIEVANCE REDRESSAL COMMITTEE FOR THE ACADEMIC  
YEARS 2018-19 & 2019-20.**

S.NO	NAME	DESIGNATION	ROLE IN THE COMMITTEE	REMARKS
1	SRI.T.K VISWESWARA RAO	PRINCIPAL(FAC)	CHAIR PERSON	
2	SRI.M.RAMBABU	LECTURER IN ECONOMICS	CONVENOR	
3	SMT.G.KALYANI	SR.ASST	CO-CONVENOR	
4	SRI.CH.CHANDRA SEKHAR	LECTURER IN ENGLISH	MEMBER	
5	DR.V.DURGA PRAVEENA	LECTURER IN CHEMISTRY	MEMBER	
6	SRI.S.NATHANIEL	PHYSICAL DIRECTOR	MEMBER	

**COLLEGE GRIEVANCE REDRESSAL COMMITTEE FOR THE  
ACADEMIC  
YEAR 2020-21.**

S.NO	NAME	DESIGNATION	ROLE IN THE COMMITTEE	REMARKS
1	DR.T.RAJA RAJESWARI	PRINCIPAL(FAC)	CHAIR PERSON	
2	SRI.M.RAMBABU	LECTURER IN ECONOMICS	CONVENOR	
3	SMT.G.KALYANI	SR.ASST	CO-CONVENOR	
4	SRI.CH.CHANDRA SEKHAR	LECTURER IN ENGLISH	MEMBER	
5	DR.V.DURGA PRAVEENA	LECTURER IN CHEMISTRY	MEMBER	
6	SRI.S.NATHANIEL	PHYSICAL DIRECTOR	MEMBER	

**COLLEGE GRIEVANCE REDRESSAL COMMITTEE FOR  
THE ACADEMIC YEAR 2021-22**

S.NO	NAME	DESIGNATION	ROLE IN THE COMMITTEE	REMARKS
1	DR.G.GIRI BABU	PRINCIPAL(FAC)	CHAIR PERSON	
2	DR.B.JHANSI LAKSHMI	LECTURER IN CHEMISTRY	CONVENOR	
3	SMT.G.KALYANI	SR.ASST	CO- CONVENOR	
4	SMT.B.PARVATHI	LECTURER IN COMMERCE	MEMBER	
5	SMT.I.LAVANYA	LECTURER IN COMMERCE	MEMBER	
6	KUM.R.MOUNIKA	LECTURER IN COMMERCE	MEMBER	

**COLLEGE GRIEVANCE REDRESSAL COMMITTEE FOR THE  
ACADEMIC YEAR 2022-23.**

S.NO	NAME	DESIGNATION	ROLE IN THE COMMITTEE	REMARKS
1	DR.T.K.VISWESWARA RAO	PRINCIPAL(FAC)	CHAIR PERSON	
2	DR.K.RAVI	LECTURER IN TELUGU	CONVENOR	
3	SMT.SK AAISHA	LECTURER IN BOTANY	CO-CONVENOR	
4	DR.P.BABU RAO	LECTURER IN MATHEMATICS	MEMBER	
5	SRI.K.UMA SHANKAR	LECTURER IN POLITICAL SCIENCE	MEMBER	
6	KUM.A.GAYATRI	STUDENT	MEMBER	

# ACTIVITY REPORT OF COLLEGE GRIEVANCE REDRESSAL COMMITTEE

ACADEMIC YEAR 2018-19

S.NO	MONTH	NATURE OF COMPLAINT	DESCRIPTION OF THE COMPLAINT	ACTION TAKEN	REMARKS
1	JUNE-18	Drinking water	No supply of drinking water	Alternative arrangement made with the help of the Gramapanchayat	Grievance redressed
2	JULY-18	Nil	----	----	
3	AUGUST-18	Nil	----	----	
4	SEPTEMBER-18	Sanitation	Complaint on untidiness at women's toilet	Cleaned by scavenger.	Grievance redressed
5	OCTOBER-18	Nil	----	----	
6	NOVEMBER-18	Nil	----	----	
7	DECEMBER-18	Nil	----	----	
8	JANUARY-19	Electricity	No power supply in staff room	Power supply was restored with the help of the electrician	Grievance redressed
9	FEBRUARY-19	Nil	----	----	
10	MARCH-19	Cleanliness	Dustbins outside toilets in broken condition	New dustbins arranged	Grievance redressed
11	APRIL-19	Nil	----	----	

## SIGNATURES OF COMMITTEE MEMBERS

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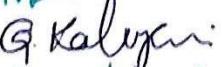
  
**PRINCIPAL**  
**SAS GOVT. DEGREE COLLEGE**  
**NARAYANAPURAM**  
ANANTAPUR DISTRICT

## ACTIVITY REPORT OF COLLEGE GRIEVANCE REDRESSAL COMMITTEE

ACADEMIC YEAR 2019-20

S.NO	MONTH	NATURE OF COMPLAINT	DESCRIPTION OF THE COMPLAINT	ACTION TAKEN	REMARKS
1	JUNE-19	Cleanliness	Pedestrian path found untidy	Cleaned by the sweeper	Grievance redressed
2	JULY-19	Nil	.....	.....	
3	AUGUST-19	Non functioning of the fans	Fans not working in the seminar hall due to non supply of power	Power supply was restored	Grievance redressed
4	SEPTEMBER-19	Nil	.....	.....	
5	OCTOBER-19	Nil	.....	.....	
6	NOVEMBER-19	Drinking water	Non supply of drinking water	Safe drinking water provided with the help of the grama panchayat	Grievance redressed
7	DECEMBER-19	Nil	.....	.....	
8	JANUARY-20	Electricity	Fluctuations in Power supply in the office	Problem solved with the help of electrician	Grievance redressed
9	FEBRUARY-20	Nil	.....	.....	
10	MARCH-20	Sanitation	Untidiness at men's washrooms	Cleaned by scavenger	Grievance redressed
11	APRIL-20	Nil	.....	.....	

### Signatures of committee members

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**PRINCIPAL**  
**SAS GOVT. DEGREE COLLEGE**  
**NARAYANAPURAM**  
**West Godavari District.**  
**Pin: 534 406, Andhra Pradesh**

**ACTIVITY REPORT OF COLLEGE GRIEVANCE REDRESSAL COMMITTEE**  
**ACADEMIC YEAR 2020-21**

S.NO	MONTH	NATURE OF COMPLAINT	DESCRIPTION OF THE COMPLAINT	ACTION TAKEN	REMARKS
1	JUNE	Online mode	----	----	
2	JULY	Online mode	----	----	
3	AUGUST	Online mode	----	----	
4	SEPTEMBER	Online mode	----	----	
5	OCTOBER	Online mode	----	----	
6	NOVEMBER	Online mode	----	----	
7	DECEMBER	Online mode	----	----	
8	JANUARY	Online mode	----	----	
9	FEBRUARY	Drinking water	Pipeline broken	Repaired by plumber	Grievance redressed
10	MARCH	Cleanliness	Bushes grown around men's toilets	Cleared by NSS volunteers	Grievance redressed
11	APRIL	Nil	----	-----	
12	JUNE	Nil	-----	-----	-----
13	JULY	Student ID cards	Delay in the issue of ID cards to the students	Action taken for the immediate issue of Id cards	Grievance redressed
14	AUGUST	Nil	-----	-----	-----
15	SEPTEMBER	Drinking water	Non availability of drinking water to the students	Measures taken for the supply of drinking water	Grievance redressed

**SIGNATURES OF THE COMMITTEE MEMBERS**

1. *Muz*
2. *G. Kalyani*
3. *C. Chandra Sekh*
4. *Vbor*
5. *ell*

  
**PRINCIPAL**  
**SAS GOVT. DEGREE COLLEGE**  
**NARAYANAPURAM**  
**West Godavari District.**  
**Pin: 534 406, Andhra Pradesh**

## ACTIVITY REPORT OF COLLEGE GRIEVANCE REDRESSAL COMMITTEE

ACADEMIC YEAR 2021-22

S.NO	MONTH	NATURE OF COMPLAINT	DESCRIPTION OF THE COMPLAINT	ACTION TAKEN	REMARKS
1	OCTOBER	Nil	-----	-----	-----
2	NOVEMBER	Electricity	Power supply disturbed in science labs	Restored by electrician	Grievance redressed
3	DECEMBER	Nil	-----	-----	-----
4	JANUARY	Nil	-----	-----	-----
5	FEBRUARY	Toilets	Staff toilets blocked	Cleaned by scavenger	Grievance redressed
6	MARCH	Nil	-----	-----	-----
7	APRIL				
8	JUNE				
9	JULY				
10	AUGUST				
11	SEPTEMBER	Cleanliness	Pedestrian path found unclean	Cleaned by the sweeper	Grievance redressed

### Signatures of committee members

1. B. parthu.
2. R. Moulika
3. I. Lavanya
- 4G. Kalyani

  
 PRINCIPAL  
 SAS GOVT. DEGREE COLLEGE  
 NARAYANAPURAM  
 West Godavari District.  
 Pin: 534 406, Andhra Pradesh

**ACTIVITY REPORT OF COLLEGE GRIEVANCE REDRESSAL COMMITTEE**  
**ACADEMIC YEAR 2022-23**

S.NO	MONTH	NATURE OF COMPLAINT	DESCRIPTION OF THE COMPLAINT	ACTION TAKEN	REMARKS
1	OCTOBER	Drinking water	Water supply taps broken	Taps were repaired by the plumber	Grievance redressed
2	NOVEMBER	Cleanliness	Bushes grown around the washrooms	Cleared by sanitary assistants of gram panchayat	Grievance redressed
3	DECEMBER	Nil	----	----	----
4	JANUARY	Toilets	Untidiness at women's toilets	Cleaned by scavenger	Grievance redressed
5	FEBRUARY	Nil	----	----	----
6	MARCH	Internal assessment	Under valuation of scripts	Scripts revalued by the lecturers concerned	Grievance redressed
7	APRIL	Nil	----	----	----
8	JUNE	Nil	----	----	----
9	JULY	Fans not working	Fans not working in gymnasium	Repaired by electrician	Grievance redressed
10	AUGUST	Nil	----	----	----
11	SEPTEMBER				

**Signatures of committee members**

1. *St. Gaishe*
2. *Rao*
3. *D.S.*
4. *K. N. Sekhar*
5. *A. Gouthami*

*Tee - W*  
**PRINCIPAL**  
**SAS GOVT. DEGREE COLLEGE**  
**MARAYANAPURAM**  
**West Godavari District,**  
**Pin: 534 406, Andhra Pradesh**

## COMPLAINTS & ACTION TAKEN REPORT-2021-22

S.NO	MONTH	COMPLAINT RECEIVED	DESCRIPTION OF THE COMPLAINT	ACTION TAKEN	REMARKS
1	OCTOBER	NIL	-----	-----	-----
2	NOVEMBER	NIL	-----	-----	-----
3	DECEMBER	NIL	-----	-----	-----
4	JANUARY	NIL	-----	-----	-----
5	FEBRUARY	NIL	-----	-----	-----
6	MARCH	NIL	-----	-----	-----
7	APRIL	NIL	-----	-----	-----
8	JUNE	NIL	-----	-----	-----
9	JULY	NIL	-----	-----	-----
10	AUGUST	NIL	-----	-----	-----
11	SEPTEMBER	NIL	-----	-----	-----

### SIGNATURES OF THE COMMITTEE MEMBERS

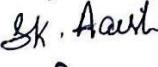
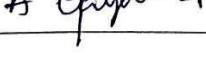
1. B. paulku
2. R. Moule
3. I. Lavanya
4. G. Kalysari
5. B. Tant

  
**PRINCIPAL**  
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**NARAYANAPURAM**  
**West Godavari District.**  
**Pin: 534 406, Andhra Pradesh**

## COMPLAINTS & ACTION TAKEN REPORT-2022-23

S.NO	MONTH	COMPLAINT RECEIVED	DESCRIPTION OF THE COMPLAINT	ACTION TAKEN	REMARKS
1	OCTOBER	NIL	-----	-----	-----
2	NOVEMBER	NIL	-----	-----	-----
3	DECEMBER	NIL	-----	-----	-----
4	JANUARY	NIL	-----	-----	-----
5	FEBRUARY	NIL	-----	-----	-----
6	MARCH	NIL	-----	-----	-----
7	APRIL	NIL	-----	-----	-----
8	JUNE	NIL	-----	-----	-----
9	JULY	NIL	-----	-----	-----
10	AUGUST	NIL	-----	-----	-----
11	SEPTEMBER	NIL	-----	-----	-----

### SIGNATURES OF THE COMMITTEE MEMBERS

1. 
2. 
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4. 
5. 

  
 PRINCIPAL  
 SAS GOVT. DEGREE COLLEGE  
 NARAYANAPURAM  
 West Godavari District.  
 Pin: 534 406, Andhra Pradesh

## **UGC REGULATIONS ON GRIEVANCE REDRESSAL - 2012**



# भारत का राजपत्र

## The Gazette of India

साप्ताहिक/WEEKLY

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PUBLISHED BY AUTHORITY

सं. 121 नई दिल्ली, शनिवार, मार्च 23—मार्च 29, 2013 (चैत्र 2, 1935)

No. 121 NEW DELHI, SATURDAY, MARCH 23—MARCH 29, 2013 (CHAITRA 2, 1935)

इस भाग में भिन्न पृष्ठ संख्या दी जाती है जिससे कि यह अलग संकलन के रूप में रखा जा सके  
(Separate paging is given to this Part in order that it may be filed as a separate compilation)

भाग III—खण्ड 4

[PART III—SECTION 4]

[सांकेतिक निकायों द्वारा जारी की गई विविध अधिसूचनाएं जिसमें कि आदेश, विज्ञापन और सूचनाएं सम्मिलित हैं]

[Miscellaneous Notifications including Notifications, Orders, Advertisements and Notices issued by  
Statutory Bodies]

## UNIVERSITY GRANTS COMMISSION

New Delhi-110002, the —December 2012

F. No. 14-4/2012(CPP-II)—In exercise of the power conferred under sub-section (1) of section 26 of the University Grants Commission Act, 1956 (3 of 1956), the University Grants Commission hereby makes the following regulations, namely :—

## 1. Short title, application and commencement :—

- (1) These regulations shall be called the University Grants Commission (Grievance Redressal) Regulations, 2012.
- (2) They shall apply to every University, 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.
- (3) 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 persons 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 institute;
- (ii) irregularity in the admission process adopted by the institute;
- (iii) refusing admission in accordance with the declared admission policy of the institute;
- (iv) non publication of prospectus, as specified;
- (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 person for the purpose of seeking admission in such 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;
- (vii) demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
- (viii) breach of the policy for reservation in admission as may be applicable;
- (ix) complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
- (x) non payment 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;
- (xi) delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- (xii) on provision of student amenities as may have been promised or required to be provided by the institution;
- (xiii) denial of quality education as promised at the time of admission or required to be provided;
- (xiv) non transparent or unfair evaluation practices;

- (xv) harassment and victimisation of students, including sexual harassment;
- (g) "Grievance Redressal Committee" means a committee constituted under these regulations;
- (h) "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;
- (i) "institution" for the purposes of these regulations, means university, college or institution, as the case may be;
- (j) "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;
- (k) "Ombudsman" means the Ombudsman appointed under regulation 4 of these regulations;
- (l) "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:—*

- (1) Every higher education institution, shall publish, before expiry of sixty days prior the date of the commencement of the admission to any of its courses or programmes of study, a prospectus containing the following for the purposes of informing those persons intending to seek admission to such institution and the general public, namely:—
  - (a) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or programme of study, and the other terms and conditions of such payment;
  - (b) 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 programme of study and the time within, and the manner in, which such refund shall be made to that student;
  - (c) the number of seats approved by the appropriate statutory authority in respect of each course or programme of study for the academic year for which admission is proposed to be made;
  - (d) the conditions of eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or programme of study, where so specified by the institution;

(e) the educational qualifications specified by the relevant appropriate statutory authority, or by the institution, where no such qualifying standards have been specified by any statutory authority;

(f) the process of admission and 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 programme of study and the amount of fee to be paid for the admission test;

(g) details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such members are on regular basis or as visiting member;

(h) information in 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 institution;

(i) broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or programme of study, including the teaching hours, practical sessions and other assignments;

(j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and

(k) any such other information as may be specified by the Commission:

Provided that an institution shall publish information referred to in items (a) to (j) of this sub 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 the different newspapers and through other media: Provided further that an institution may publish prospectus in accordance with this sub regulation at any time before the period of sixty days.

(2) 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. *Appointment, tenure, removal and conditions of services under grievance redressal mechanism -*

(1) Each University shall appoint an Ombudsman for redressal of grievances of students under these regulations.

(2) The Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a retired professor who has at least ten years' experience as a professor.

(3) The Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, 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 toward the university.

(4) The Ombudsman, 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 the 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.

(5) The Ombudsman in a State University shall be appointed by 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 - Chairman;
- (b) two Vice-Chancellors, by rotation from public universities of the State to be nominated by the State Government - Members;
- (c) one Vice-Chancellor, by rotation from a private university of the State to be nominated by the State Government - Member;
- (d) Secretary (Higher Education) of the State - Member-- Convener.

(6) The Ombudsman in a Central University and institution deemed to be university shall be appointed by the Central University or institution as the case may be on part-time basis

from a panel of three names recommended by the search committee consisting of the following members, namely:-

- a) Chairman of the University Grants Commission or his nominee - Chairman;
- b) one Vice Chancellor from central university, by rotation, to be nominated by the Central Government - Member;
- c) one Vice Chancellor from institution deemed to be university, by rotation, to be nominated by the Central Government – Member;
- d) Joint Secretary to the Government of India in the Ministry of Human Resource Development dealing or incharge of the higher education - Member;
- e) Joint Secretary in the office of the University Grants Commission - Member - Convener

(7) The Ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy year, whichever is earlier, from the date he resumes the office and may be reappointed for another one term in the same university.

(8) The Ombudsman shall be paid a fees of Rs. 3000 per day for hearing the cases, in addition to reimbursement of the conveyance.

(9) The Ombudsman may be removed on charges of proven misconduct or misbehavior or as defined under sub regulation (3) and (4) of this regulation, by the concerned appointing authority.

(10) No order of removal of Ombudsman shall be made except after an inquiry made in this regard by a person not below the rank of Judge of the High Court in which such Ombudsman has been informed of the charges against him and given a reasonable opportunity of being heard in respect of those charges.

#### 5. **Grievance Redressal Committee –**

- (1) In case of a college, the Vice Chancellor of the affiliating university shall constitute a Grievance Redressal Committee consisting of five members for an individual college or a group of colleges keeping in view the location of the college(s).
- (2) The Grievance Redressal Committee shall be constituted by the Vice-Chancellor of the affiliating university consisting of -
  - a) a senior Professor of the University - Chairman;
  - b) three senior teachers drawn from the affiliating colleges, on rotation basis, to be nominated by the Vice-Chancellor – Members;

- c) a student representing the college where the grievance has occurred to be nominated, based on academic merit, by the concerned college - special invitee.
- (3) The Grievance Redressal Committee shall have a term of two years.
- (4) The provisions of sub-regulations (8), (9) and (10) of regulation 4 and regulation 6 in respect of the matters of the reimbursement and procedure and functions shall, *mutatis mutandis*, apply to the Grievance Redressal Committee except that the Grievance Redressal Committee shall communicate its decision within ten days of receipt of the complaint.
- (5) Any person aggrieved by the decision of the Grievance Redressal Committee may within a period of six days prefer an appeal to the Ombudsman.

6. *Powers and functions of ombudsman –*

- (1) The Ombudsman shall exercise his powers to hear any grievance
  - (a) of any student against the university or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and
  - (b) of any applicant for admission as student to such institution.
- (2) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (3) The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as *amicus curiae*, for hearing complaints of alleged discrimination.

7. *Procedure in redressal of grievances by Ombudsman and Grievance Redressal Committee-*

- (1) Each institution shall establish a registry, headed by an employee of the institute of appropriate rank as the Ombudsman may decide, where any aggrieved student or person may make an application seeking redressal of grievance.
- (2) The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the institution.

(3) On receipt of an application by the registry, the employee-in-charge shall inform the Ombudsman or the Grievance Redressal Committee, as the case may be, shall immediately provide a copy to the institution for furnishing its reply within seven days.

(4) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institute and the aggrieved person either in writing or electronically, as may be feasible.

(5) An aggrieved person may appear either in person or represented by such person as may be authorised to present his case.

(6) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall be guided by the principles of natural justice while hearing the grievance.

(7) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.

(8) The institution shall co-operate with the Ombudsman or the Grievance Redressal Committee, as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsman to the Commission.

(9) On the conclusion of proceedings, the Ombudsman or the Grievance Redressal Committee, 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.

(10) Every order under sub-regulation (9), under the signature of the Ombudsman or the Grievance Redressal Committee, as the case may be, shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.

(11) The institution shall comply with the order of the Ombudsman or the Grievance Redressal Committee, as the case may be,

(12) Any order of the Ombudsman or the Grievance Redressal Committee, as the case may be, not complied with by the institution shall be reported to the Commission.

(13) A complaint shall be filed by the aggrieved student or his parent or with a special permission from the Ombudsman or the Grievance Redressal Committee, as the case may be, by any other person.

(14) In case of any false or frivolous complaint, the ombudsman may order appropriate action against the complainant.

8. *Information regarding Ombudsman Grievance Redressal Committee to be published in prospectus -*

The University, the institution deemed to be university and the college concerned shall provide detailed information regarding provisions of Grievance Redressal Committee, Ombudsman and the duties and rights of students in their prospectus prominently.

9. *Consequences of non-compliance -*

The Commission shall in respect of any institution which wilfully contravenes or repeatedly fails to comply with orders of the Ombudsman or the Grievance Redressal Committee, 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 the newspapers or other 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) recommend to the Central Government for withdrawal of declaration as Institution deemed to be university, in case of an institution deemed to be university;
- (g) recommend to the appropriate State Government for withdrawal of status as university in case of a university established or incorporated under a State Act;
- (h) taking such other action within its powers as the Commission may deem fit and impose such other penalties as may be provided in the Act for such duration of time as the institution complies with the provisions of these Regulations:

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 opportunity of being heard has been provided to it.

AKHILESH GUPTA  
Secy.

## **UGC REGULATIONS ON GRIEVANCE REDRESSAL - 2018**



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 student 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

## **UGC REGULATIONS ON GRIEVANCE REDRESSAL - 2023**

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# भारत का राजपत्र

## e Gazette of India

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असाधारण

EXTRAORDINARY

भाग III—खण्ड 4

PART III—Section 4

प्राज्यधकार से प्रकाशित

## PUBLISHED BY AUTHORITY

UNIVERSITY GRANTS COMMISSION  
NOTIFICATION

New Delhi, the 11th April,  
2023

**University Grants Commission (Redressal of Grievances of Students) Regulations, 2023**

**F.1-13/2022 (CPP-II).**— In exercise of the powers 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 (Redress of Grievances of Students) Regulations, 2019, the University Grants Commission hereby makes the following regulations, namely -

**1. SHORT TITLE, APPLICATION, AND COMMENCEMENT:**

- (a) These regulations shall be called as the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.
- (b) They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized 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 therein and to all higher education institutions affiliated to a University.
- (c) They shall come into force from the date of their publication in the Official Gazette.

**2. OBJECTIVE**

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

**3. DEFINITION:**

(1) 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 relating to or connected with the grievances defined under these regulations.
- (c) “college” means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- (d) “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (e) “declared admission policy” means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- (f) “grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
  - i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
  - ii. irregularity in the process under the declared admission policy of the institution;
  - iii. refusal to admit in accordance with the declared admission policy of the institution;
  - iv. non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
  - v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
  - vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student 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 to be charged in the declared admission policy of the institution;
- viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
- xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
- xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided;
- xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
- xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
- xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

(g) "Institution" means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University Grants Commission Act, 1956.

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

(i) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;

(j) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;

(k) "Students' Grievance Redressal Committee (SGRC)" means a committee constituted under these regulations, at the level of an institution; and

(l) "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.

(2) Words and expressions used and not defined in these regulations but defined in the University Grants Commission Act, 1956 shall have the same meanings as respectively assigned to them in the Act.

#### 4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS, AND PRICING:

(1) Every 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 in specified heads or categories, minimum and maximum fines 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, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof;
- (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 is to be imparted to the students and in particular the amenities 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, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- (k) Any other information as may be specified by the Commission.

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

(2) 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.

#### 5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- (ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
  - a) A Professor - Chairperson
  - b) Four Professors/Senior Faculty Members of the Institution as Members.
  - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- (iii) Atleast one member or the Chairperson shall be a woman and atleast one member or the Chairperson shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

#### 6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

- (i) Each University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.

- (iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

## 7. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.

- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail 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 aggrieved student(s).

#### **8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

- (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 may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Students' 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 student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.

- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

**9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students' Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

**10. CONSEQUENCES OF NON-COMPLIANCE:**

The Commission shall in respect of any institution, which wilfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Students' Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions till the institution complies with these Regulations to the satisfaction of the Commission, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;

SAS GOVERNMENT DEGREE COLLEGE-NARAYANAPURAM

## ANTI- RAGGING COMMITTEE





**S.A.S. GOVERNMENT DEGREE COLLEGE**  
NARAYANAPURAM, WEST GODAVARI DISTRICT-534406  
(AFFILIATED TO ADIKAVI NANNAYA UNIVERSITY, RAJAMAHENDRAVARAM  
Phone: 08818 252189, E-mail: narayanapuram.jkc@gmail.com

# **RECORD OF**

## **ANTI-RAGGING COMMITTEE**

**( FROM 2018 TO 2023)**



- 1. ANNUAL ACTIVITY REPORTS**
- 2. ANNUAL ACTION TAKEN REPORTS**

**SAS GOVERNMENT DEGREE COLLEGE  
NARAYANAPURAM, WEST GODAVARI DISTRICT**



**ANTI RAGGING**

In pursuance to the Judgement of the Hon'ble Supreme Court of India dated 08.05.2009,in Civil Appeal No. 887 of 2009, the University Grants Commission framed "UGC Regulations on curbing the menace of ragging in Higher Educational University, 2009"which were notified on 17th June, 2009 and are to be mandatorily followed by all Universities and Colleges in the territory. The Regulation is available on the UGC Website

[www.ugc.ac.in](http://www.ugc.ac.in),

**OBJECTIVES OF THE REGULATIONS**

As per the provisions of the above Regulations, the main objects are:

1. To ensure strict compliance of the Regulations by every University and College. In this connection, it should be mentioned herein that any violation in any form whatsoever, will be dealt stringently and if any University fails to take adequate steps to prevent ragging or does not act in accordance with these Regulations or fails to punish the offenders accordingly, it may attract punitive actions against itself by the UGC.
2. To reduce and/ or prevent threats of Ragging in the Higher Educational Universities.
3. To step up anti-ragging mechanism by way of adequate publicity

## WHAT IS RAGGING?

The following act and/ or acts may constitute Ragging:

1. Ragging has several aspects with, among others, psychological, social, political, economic, cultural and academic dimensions.
2. Any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, mistreating or handling with rudeness a fresher or any other student.
3. Indulging in rowdy or undisciplined activities by any student or students which causes or is likely to cause annoyance, hardship, physical or psychological harm or to raise fear or apprehension thereof in any fresher or any other student.
4. Asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student.
5. Any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any other student or a fresher.
6. Exploiting the services of a fresher or any other student for completing the academic tasks assigned to an individual or a group of students.
7. Any act of financial extortion or forceful expenditure burden put on a fresher or any other student by senior students shall be considered an aspect of ragging for ragging economic dimensions.
8. Any act of physical abuse including all variants like sexual abuse, homosexual assaults, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person.
9. Any act or abuse by spoken words, emails, post, public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to fresher or any other student.
10. Any act that affects the mental health and self-confidence of a fresher or any other student with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student.
11. Any act of physical or mental abuse (including bullying and exclusion) targeted at another student (Fresher or otherwise) on the ground of colour, race, religion, caste, ethnicity, gender (including transgender), sexual orientation, appearance, nationality, regional origins, linguistic identity, place of birth, place of residence or economic background (The 3rd Amendment of UGC Regulations on "Curbing the menace of Ragging in Higher Educational Institutions, 2016).
12. Any act that involves causing injury to the fundamental right to human dignity through humiliation heaped on junior students by seniors.
13. Any person involved, abets or propagate in commission of the abovementioned acts shall be considered as an offender.

#### **4. WHAT ARE THE EFFECTS OF RAGGING?**

Ragging has been frequently associated with a broad spectrum of physical, behavioural, emotional, social and psychological problems among the victims. It independently increases suicide risks. Some of the reasons given by students for ragging are they were also ragged by their seniors; sense of superiority; and introduction.

#### **5. WHAT IS THE PUNISHMENT FOR RAGGING?**

The University, depending upon the nature and gravity of the guilt proved before the Anti-Ragging Squad, one or more of the following punishments may be awarded to the guilty student (s) from occurrence / recurrence of such incidents:

1. Suspension of the student (guilty) from attending classes and academic privileges.
2. Withholding/withdrawing scholarship, fellowship and/or other benefits.
3. Debarring from appearing in any examination/class test/ or any other evaluation process
4. Withholding results.
5. Debarring from representing College in any regional, national or international meet, tournament, youth festival, etc.
6. Suspension and/or expulsion from the Hostel (in case of hostel boarders).
7. Cancellation of admission of the guilty student.
8. Every single incident a FIR with the local police should be filed without any exception from institutional authorities.
9. More severe punishment where justified such as fine/imprisonment etc.
10. Collective punishment, as a deterrent to ensure community pressure on potential ridders, may be imposed where involved persons are not identified.

#### **WHAT IS 'ZERO TOLERANCE" POLICY?**

The elements of 'Zero Tolerance' in connection ragging are as follows:

1. No act of ragging, major or minor, shall go unnoticed.
2. No ragger, male or female, student or non-student, shall go unpunished.

#### **MANDATORY INCORPORATION IN THE PROSPECTUS OF DIRECTIONS OF THE GOVERNMENT REGARDING PROHIBITION AND CONSEQUENCES OF RAGGING**

A Nationwide toll free 24x7 anti-ragging helpline 1800-180-5522 in 12 languages has been established which can be accessed by students in distress owing to ragging related incidents. UGC has also developed the Anti-Ragging Mobile Application for filing the complaint on ragging, filing the affidavit

and for calling the Toll Free Anti Ragging Helpline Number and same may be downloaded from Google Play Store. UGC has developed the Anti Ragging website i.e. [www.antiragging.in](http://www.antiragging.in). The portal contained record of registered complaints received and the status of the action taken thereon. Secretary, UGC sends the circular twice a year regarding strict compliance of UGC Regulations on curbing the menace of ragging in higher educational Institutions. Detail may please be seen at UGC website: [www.ugc.ac.in](http://www.ugc.ac.in). From time to time the UGC has also issue Public Notice in leading national newspapers to make awareness about the ragging.

#### **MEASURES FOR CURBING RAGGING AT SAS GOVERNMENT DEGREE COLLEGE:**

Before Admission:

1. The Advertisement for Admissions will clearly mention: "Ragging is totally banned in the University and anyone found guilty of ragging and/or abetting ragging will be punished properly".
2. Every fresh student admitted to the University shall be given a printed leaflet detailing to whom he/she has to turn to for help and guidance for various purposes including addresses and telephone numbers, so as to enable the student to contact the concerned person at any time, if and when required.
3. Create awareness through wide spread publicity – posters, banners etc. in all prominent places including hostels, cafeteria and common activity areas and the entrance, prior to commencement of the academic session.

On / After Admission:

1. All students and their parents have to fill-in online Anti-Ragging Undertaking at the website [www.antiragging.in](http://www.antiragging.in) or [www.amanmovement.org](http://www.amanmovement.org).
2. All students and parents have to submit the signed Affidavit to the University Admission Cell.
3. Any student will not be registered until the Undertaking mentioned in clause - (1) of On/After Admission is submitted.
4. Every student, at the time of admission will be given a Booklet containing details of Anti-Ragging Regulations for which he/she will acknowledge that 'having received it and these records will be maintained in the University.
5. University will create awareness and explain the consequences of ragging in the Students Induction Programme. Fresher will be encouraged to report incidents of ragging either as victim or even as witness.
6. University will organise joint sensitization programmes and counselling of both fresher and senior students by a professional counsellor.
7. Each batch of fresher, on arrival at the University, will be divided into small groups and each such group shall be assigned to a member of the faculty mentor who shall interact individually with each member of the group every week for ascertaining the problems or difficulties.
8. Fresher shall be lodged, as far as applicable, in a separate hostel block, and where such facilities are not available, the University shall ensure that the access of seniors to accommodation allotted to fresher is strictly monitored by wardens, security guards and other staff of the University.

## **STEPS TAKEN BY SAS GOVERNMENT DEGREE COLLEGE:**

### **Formation of Anti-Ragging Committee:**

1. SAS Government Degree College had formed an "Anti-Ragging Committee" headed by the Principal of the college. It comprises selected faculty members, parents, students and selected office staff of the college
2. This committee is fully and totally responsible to ensure that no incidence of ragging as given in the regulations takes place and also monitors and ensures that the instructions of this regulations are followed fully at all times.

### **WHAT IS ANTI RAGGING AFFIDAVIT?**

The anti-ragging affidavit is an undertaking by the student along with their respective guardians wherein the student and also the guardian (s) agree to comply with the directives of University Grants Commission (UGC) against ragging and thereby swears in a declaration to refrain from ragging.

### **WHAT IS ANTI-RAGGING DECLARATION?**

ANTI RAGGING Declaration is made by the PARENTS/GUARDIANS of a student, wherein he/she agrees to obey the rules and regulations of the University strictly by his/her son/daughter, failing of which the student will be penalised as per the norms of the University. In view of the latest norms/procedure laid down by UGC vide Revised Procedure dated 27.10.2021, each student along with their respective parents, taking admission in any Institution shall have to submit an online undertaking each academic year at either of the two designated websites namely [www.antiragging.in](http://www.antiragging.in) and [www.amanmovement.org](http://www.amanmovement.org) as per the revised format specified therein mandatorily.

### **ACTION TO BE TAKEN BY THE HEAD OF THE UNIVERSITY AFTER RECEIPT**

### **OF COMPLAINT OF RAGGING**

On receipt of the recommendation of the Anti-Ragging Squad or on receipt of any information concerning any reported incident of ragging (wherein the accused has been proved guilty), the Head of University shall immediately determine if a case under the penal laws is made out and if so, proceed to file a First Information Report (FIR), within twenty-four hours of receipt of such information or recommendation, with the police and local authorities. Provided that the Head of the University shall

forthwith report the occurrence of the incident of ragging to the District Level Anti-Ragging Committee. Provided further that the University shall also continue with its own enquiry initiated under clause 9 of the UGC Regulations and other measures without waiting for action on the part of the police/local authorities and such remedial action shall be initiated and completed immediately and in no case later than a period of seven days of the reported occurrence of the incident of ragging.

**Disclaimer:** This is only a summary of the original regulations by the UGC (UGC

REGULATIONS ON CURBING THE MENACE OF RAGGING IN HIGHER EDUCATIONAL UNIVERSITYS, 2009). Proper care has been taken to formulate the summary, but for a more detailed and authentic version, please refer to the original regulation document.

Link to the UGC REGULATIONS ON CURBING THE MENACE OF RAGGING IN HIGHER EDUCATIONAL UNIVERSITYS, 2009.

#### Activities of the college Anti-ragging committee:

1. The Committee keeps a deep observation over any kind of act of ragging inside the campus (Classrooms, Canteen, Play Ground etc.) and take prompt action.
2. Anti-ragging banners are placed at various places of the campus to alert the students about this criminal offence.
3. Frequent and surprise visits are done to the Classrooms, Canteen, Play Ground and private conversation are done with the new comers so that they can share any kind of embarrassing experiences that they may have faced.
4. Emergency helpline number and email contact has been given so that any student can report any kind of ragging incident inside the campus.
5. The Anti-ragging cell shows zero tolerance against any such reported act and strict measures are taken to curb the menace of Ragging.

# AWARENESS PROGRAM ON ANTI-RAGGING 2022-23



## SAS GOVT DEGREE COLLEGE NARAYANAPURAM, ELURU DISTRICT, A.P

### కణాశాలలో ర్యాగింగ్ భూతాన్ని పారద్రోలండి ఫుర్యాదులు చేయండి, సత్యర న్యాయం పాందండి

రాష్ట్రమంతా కణాశాలాలు, యు.జ.సి. ఎ.ఎ.సి.బి.ఇ మార్కెట్ర్యూకాలు, సుల్తాం కెర్ర్యూ ఉత్తర్వులు, ర్యాగింగ్ నిర్ణయితలు, అంద్రప్రదేశ ప్రభుత్వ ఉత్తర్వుల ప్రకారం ఏ విద్యార్థి అయినా...

**ర్యాగింగ్ కు పాల్పడినవారికి, ప్రోత్సమాంచినవారికి, సహకరించినవారికి,  
ర్యాగింగ్ వ్యక్తిగతికి దట్టం ప్రకారం ఈ క్రింద శిక్షలుంటాయి.**

- రెండున్నర లక్షల రూపాయల పరకు జరిమాన విధించబడును.
- పది సంవత్సరాల కలిన కారాగార శిక్ష విధించబడును.
- సదరు విద్యార్థి అడ్మిషన్ రద్దుచేసి కాలేజీ సుండి బహిష్కరించబడును.
- మరీ ఇతర కాలేజీలో చేరే అవకాశం కూడా లేకుండా చేయటం జరుగుతుంది.
- ర్యాగింగ్ కు పాల్పడిన వాలపై పాఠీన్ కేసు నమోదు చేయటం జరుగుతుంది.
- మాటలు, రాతల రూపంలో విక్రత చేప్పలు.
- ఇతర విద్యార్థులపట్ల, అనాగులకంగా, అమానుషంగా, కలనంగా వ్యవహారించటం.
- అసభ్యకరమైన మాటలు, చర్యలకు పాల్పడడం.
- మొబైల్ ఫోన్ల ద్వారా ఫోటోలు తీయటం ఎన్.ఎం.ఎస్లు పంపటం.
- ఇతర విద్యార్థులను శారీరకంగా, మానసికంగా, లైంగికంగా వేధించటం.
- ఇతర విద్యార్థుల అరోగ్యానికి ముప్పు కలిగించేలా చేయటం మరియు వాల రోజువాల విద్యా సంబంద కార్యకలాపాల్లో అడ్డుకోవడం.
- ఇతర విద్యార్థులకు తఱమెయిల్స్ పంపటం, ఫోన్‌కాల్స్ చేయటం.
- పాఠ్స్టులు పంపటం, బహిరంగంగా అవమాన పర్చటం మొదలైనవి.

### **ర్యాగింగ్ క్రిందకి వస్తాయి**

ర్యాగింగ్ కు గురైన వారు ఈ క్రింద నెంబర్లకు ఫోన్ చేయండి

**ఫోన్ నెంబర్ 100 U.G.C మాంచి ర్యాగింగ్ పాల్ట్‌లైన్ - 1800-180-5522**

**Dr. P.S.R.M. Babu**  
Co-Ordinator, Anti Ragging Committee  
Cell: 7989920667

**Dr. T.K. Visweswara Rao**  
Principal  
Cell: 9440229928

**COLLEGE ANTI-RAGGING COMMITTEE FOR THE  
ACADEMIC YEAR 2018-19.**

S.NO	NAME	DESIGNATION	ROLE IN THE COMMITTEE	REMARKS
1	SRI.T.K.VISWESWARA RAO	PRINCIPAL(FAC)	CHAIR PERSON	
2	DR.S.NATHANIEL	PHYSICAL DIRECTOR	CONVENOR	
3	SRI.M.RAMBABU	LECTURER IN ECONOMICS	MEMBERS	
4	SRI.CH.CHANDRA SEKHAR	LECTURER IN ENGLISH	MEMBER	
5	SMT.B.PARVATHI	LECTURER IN COMMERCE	MEMBER	
6	G.TARUN	STUDENT MEMBER	MEMBER	
7	H.DRAKSHA VALLI	STUDENT MEMBER	MEMBER	

**COLLEGE ANTI-RAGGING COMMITTEE FOR THE ACADEMIC YEAR  
2019-20**

S.NO	NAME	DESIGNATION	ROLE IN THE COMMITTEE	REMARKS
1	SRI.T.K.VISWESWARA RAO	PRINCIPAL(FAC)	CHAIR PERSON	
2	DR.S.NATHANIEL	PHYSICAL DIRECTOR	CONVENOR	
3	SRI.M.RAMBABU	LECTURER IN ECONOMICS	MEMBERS	
4	SRI.CH.CHANDRA SEKHAR	LECTURER IN ENGLISH	MEMBER	
5	SMT.B.PARVATHI	LECTURER IN COMMERCE	MEMBER	
6	G.TARUN	STUDENT MEMBER	MEMBER	
7	H.DRAKSHA VALLI	STUDENT MEMBER	MEMBER	

**COLLEGE ANTI-RAGGING COMMITTEE FOR THE ACADEMIC YEAR  
2020-21**

S.NO	NAME	DESIGNATION	ROLE IN THE COMMITTEE	REMARKS
1	DR.T.RAJA RAJESWARI	PRINCIPAL(FAC)	CHAIR PERSON	
2	DR.S.NATHANIEL	PHYSICAL DIRECTOR	CONVENOR	
3	SRI.M.RAMBABU	LECTURER IN ECONOMICS	MEMBERS	
4	SRI.CH.CHANDRA SEKHAR	LECTURER IN ENGLISH	MEMBER	
5	SMT.B.PARVATHI	LECTURER IN COMMERCE	MEMBER	
6	G.TARUN	STUDENT	MEMBER	
7	H.DRAKSHA VALLI	STUDENT	MEMBER	

**COLLEGE ANTI-RAGGING COMMITTEE FOR THE ACADEMIC  
YEAR-2021-22**

<b>S.NO</b>	<b>NAME</b>	<b>DESIGNATION</b>	<b>ROLE IN THE COMMITTEE</b>	<b>REMARKS</b>
1	DR.G.GIRI BABU	PRINCIPAL(FAC)	CHAIR PERSON	
2	SMT.G.HEPHZIBAH	LECTURER IN CHEMISTRY	CO-ORDINATOR	
3	DR.K.RAVI	LECTURER IN TELUGU	MEMBER	
4	SRI.B.VENKATESULU REDDY	LECTURER IN PHYSICS	MEMBER	
5	SRI.K.UMASHANKAR	LECTURER IN POLITICAL SCIENCE	MEMBER	
6	S.SAI	STUDENT	MEMBER	
7	U.RAMA KRISHNA	STUDENT	MEMBER	

**COLLEGE ANTI-RAGGING COMMITTEE FOR THE ACADEMIC  
YEAR 2022-23**

S.NO	NAME	DESIGNATION	ROLE IN THE COMMITTEE	REMARKS
1	SRI.T.K VISWESWARA RAO	PRINCIPAL	CHAIR PERSON	
2	DR.P.S.R.M .BABU	PHYSICAL DIRECTOR	CONVENOR	
3	DR.P.BABU RAO	LECTURER IN MATHEMATICS	CO-CONVENOR	
4	SMT.G.HEPHZIBAH	LECTURER IN CHEMISTRY	MEMBER	
5	SMT.G.KALYANI	SR.ASSISTANT	MEMBER	
5	B.RUTHWIK	STUDENT	MEMBER	
6	K.VANAJA	STUDENT	MEMBER	
7	M.ARUN	STUDENT	MEMBER	



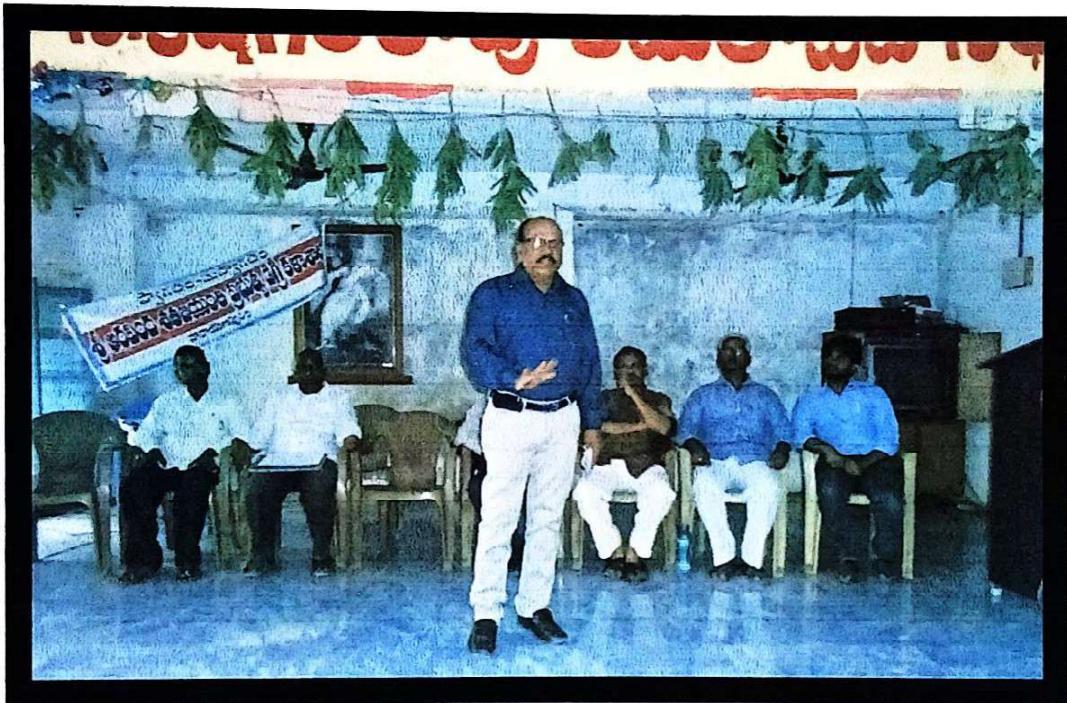
**S.A.S. GOVERNMENT DEGREE COLLEGE**  
**NARAYANAPURAM, WEST GODAVARI DISTRICT-534406**  
(AFFILIATED TO ADIKAVI NANNAYA UNIVERSITY, RAJAMAHENDRAVARAM)

Phone: 08818 252189, E-mail: [narayananapuram.jkc@gmail.com](mailto:narayananapuram.jkc@gmail.com)



## **ACTIVITIES BY ANTI-RAGGING COMMITTEE**

### **2018-19**



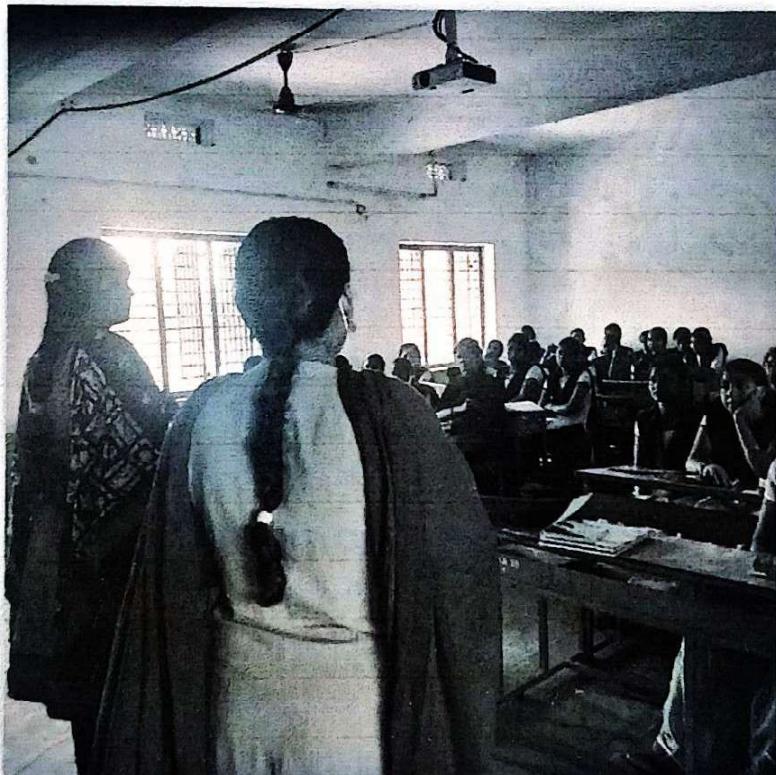
*Awareness program on ragging by college teachers to the newly admitted students 2018-19*



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Phone: 08818 252189, E-mail: [narayananapuram.jkc@gmail.com](mailto:narayananapuram.jkc@gmail.com)



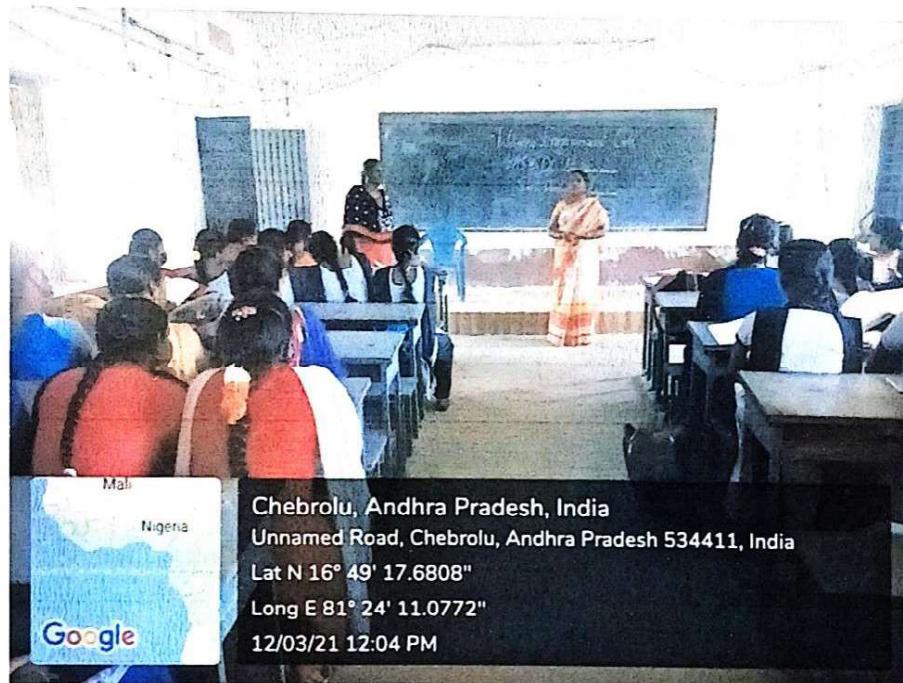
## **ACTIVITIES BY ANTI-RAGGING COMMITTEE 2019-20**



Awareness program on ragging by college teachers to the  
newly admitted students 2019-20



## **ACTIVITIES BY ANTI-RAGGING COMMITTEE 2020-21**



**Awareness program on ragging by college teachers to the newly admitted students 2020-21**



**S.A.S. GOVERNMENT DEGREE COLLEGE**  
**NARAYANAPURAM, WEST GODAVARI DISTRICT-534406**  
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Phone: 08818 252189, E-mail: [narayanapuram.jkc@gmail.com](mailto:narayanapuram.jkc@gmail.com)



## **ACTIVITIES BY ANTI-RAGGING COMMITTEE**

### **2021-22**

**An awareness program was conducted on Anti-ragging to the newly joined students by the police official of the nearby police station.**

- \* Ragging Is strictly prohibited in the college campus, If anybody indulged in such activities will be viewed very seriously and stringent action will be applied.
- \* Relevant Information is displayed on the walls of college campus to make all the students aware of the consequences of ragging





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Phone: 08818 252189, E-mail: [narayanapuram.jkc@gmail.com](mailto:narayanapuram.jkc@gmail.com)



## ACTIVITIES BY ANTI-RAGGING COMMITTEE

**2022-23**

- An awareness program was conducted by the anti-ragging committee by the Swamy garu, SI of Chebrole police station to the newly joined students
- To create awareness in students about ragging and its consequences some posters are displayed in different areas of the college campus.





## COMPLAINTS & ACTION TAKEN REPORT-2018-19

S.NO	MONTH	COMPLAINT RECEIVED	DESCRIPTION OF THE COMPLAINT	ACTION TAKEN	REMARKS
1	JUNE-18	NIL	----	----	----
2	JULY-18	NIL	----	----	----
3	AUGUST-18	NIL	----	----	----
4	SEPTEMBER-18	NIL	----	----	----
5	OCTOBER-18	NIL	----	----	----
6	NOVEMBER-18	NIL	----	----	----
7	DECEMBER-18	NIL	----	----	----
8	JANUARY-19	NIL	----	----	----
9	FEBRUARY-19	NIL	----	----	----
10	MARCH-19	NIL	----	----	----
11	APRIL-19	NIL	----	----	----

### SIGNATURES OF COMMITTEE MEMBERS



**PRINCIPAL**  
**SAS GOVT. DEGREE COLLEGE**  
**NARAYANAPURAM**  
**West Godavari District.**  
**Pin: 534 406, Andhra Pradesh**

## COMPLAINTS&ACTION TAKEN REPORT-2019-20

S.NO	MONTH	COMPLAINT RECEIVED	DESCRIPTION OF THE COMPLAINT	ACTION TAKEN	REMARKS
1	JUNE-19	NIL	----	----	----
2	JULY-19	NIL	----	----	----
3	AUGUST-19	NIL	----	----	----
4	SEPTEMBER-19	NIL	----	----	----
5	OCTOBER-19	NIL	----	----	----
6	NOVEMBER-19	NIL	----	----	----
7	DECEMBER-19	NIL	----	----	----
8	JANUARY-20	NIL	----	----	----
9	FEBRUARY-20	NIL	----	----	----
10	MARCH-20	NIL	----	----	----
11	APRIL-20	NIL	----	----	----

### Signatures of committee members



**PRINCIPAL**  
**SAS GOVT. DEGREE COLLEGE**  
**NARAYANAPURAM**  
**West Godavari District.**  
**Pin: 534 406, Andhra Pradesh**

## COMPLAINTS&ACTION TAKEN REPORT-2020-21

S.NO	MONTH	COMPLAINT RECEIVED	DESCRIPTION OF THE COMPLAINT	ACTION TAKEN	REMARKS
1	JUNE	NIL	—	—	—
2	JULY	NIL	—	—	—
3	AUGUST	NIL	—	—	—
4	SEPTEMBER	NIL	—	—	—
5	OCTOBER	NIL	—	—	—
6	NOVEMBER	NIL	—	—	—
7	DECEMBER	NIL	—	—	—
8	JANUARY	NIL	—	—	—
9	FEBRUARY	NIL	—	—	—
10	MARCH	NIL	—	—	—
11	APRIL	NIL	—	—	—

### SIGNATURES OF THE COMMITTEE MEMBERS

1. B. Pantu.

2.

  
 PRINCIPAL  
 SAS GOVT. DEGREE COLLEGE  
 NARAYANAPURAM  
 West Godavari District.  
 Pin: 534 406, Andhra Pradesh

## Justification Report:

5.1.4 The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees

Justifying the objective of the metric redressing student grievances, particularly regarding sensitive issues like sexual harassment and ragging, is comprehensive and essential for fostering a safe and conducive environment within the institution. Let's break down the justification for each point:

### 1. Implementation of guidelines of statutory/regulatory bodies:

- Statutory/regulatory bodies often set standards and guidelines to ensure the safety and well-being of students. Implementing these guidelines not only ensures legal compliance but also demonstrates a commitment to upholding the highest standards of safety and welfare.

### 2. Organisation-wide awareness and undertakings on policies with zero tolerance:

- Creating awareness across the institution ensures that all members of the community understand the policies regarding sexual harassment and ragging and the consequences of violating them. Zero tolerance policies send a clear message that such behavior will not be tolerated under any circumstances.

### 3. Mechanisms for submission of online/offline students' grievances:

- Providing both online and offline mechanisms for submitting grievances ensures accessibility and encourages students to report incidents without fear of reprisal. This inclusivity is crucial for empowering students to speak up and seek assistance when needed.

### 4 Timely redressal of the grievances through appropriate committees:

- Timely redressal is essential for ensuring that complaints are addressed promptly and effectively, minimizing any further harm to the affected individuals. Appropriate committees, comprising knowledgeable and impartial members, can ensure fair investigations and decisions.



*Tu*  
PRINCIPAL  
SAS GOVT. DEGREE COLLEGE  
NARAYANAPURAM  
West Godavari District.  
Pin: 534 406, Andhra Pradesh



**S.A.S. GOVERNMENT DEGREE COLLEGE**  
NARAYANAPURAM, WEST GODAVARI DISTRICT-534411  
(AFFILIATED TO ADIKAVI NANNAYA UNIVERSITY, RAJAMAHENDRAVARAM)

Phone: [08818 252189](tel:08818252189), E-mail: [narayanapuram\\_jkc@gmail.com](mailto:narayanapuram_jkc@gmail.com)



# **MINUTES OF THE MEETINGS OF STUDENT GRIEVANCE COMMITTEE**

# Resolution

Narayananapuram,  
30/8/2019.

the grievance Redressal committee of the college met under the chairperson of Dr. TK. Visweswar Rao, at 30/8/2019 on Saturday in the principal chamber and discussed about the grievance of Seminar hall power cut. Raised by the student M. manasa. II<sup>nd</sup> B.com. It after through discussed it was unanimously resolved to get fluctuation in power supply in the Seminar hall during classes. This problem was cleared by the with the help of electrician.

TC is M  
 PRINCIPAL  
 SAS GOVT. M. SC. COLLEGE  
 NARAYANAPURAM  
 West Godavari District.  
 Pin: 534 406, Andhra Pradesh

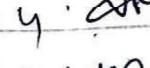
convenor.

Signature:

1. 

2. 

3. 

4. 

5. 

# Resolution

Narayanapuram.  
30/10/2019.

The grievance Redressal committee of the college met under the chairpersonship of DR.TK. Visweswari Rao in the principal's chamber, and discussed about the grievance of drinking water problem. Raised by the student Ei. Saffata. 2nd B.com. It after through discussion it was unanimously resolved to get two drinking water taps. with the help of gram panchayat and plumber.

*Tk. M*  
PRINCIPAL  
SAS GONTHALOKE COLLEGE  
NARAYANAPURAM  
West Godavari District.  
Pin: 534 406, Andhra Pradesh

CONVENOR :

Signature of the member.

1 - *R.*  
2 - *R.*  
3 - *R.*  
4 - *R.*  
5 - *R.*

# RESOLUTION

137

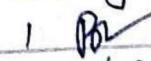
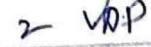
Narayanapuram,  
11/9/2019.

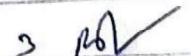
the grievance redressal committee of the college met under the chair person ship of Dr. T K Visweswar Rao at 11/9/2019 on Thursday in the principal chamber, and discussed about the grievance of mens toilets. Raised by the student G. Tarun, 2<sup>nd</sup> B.com. It after through discussion it was unanimously resolved to get a cleaned mens wash room. Cleaned by the with the help of scavengry, clean and green programme

Principa  
SAS GOVT. DEGREE COLLEGE  
NARAYANAPURAM  
West Godavari District.  
Pin: 534 406, Andhra Pradesh

CONVENOR.

Signature of the members.

1.   
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# RESOLUTION

29

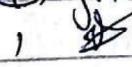
Narayana poram  
25/9/2020

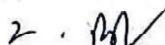
the grievance redressal committee of the college met under the chair person of Dr. Tk. Visweswar Rao at 25/9/2020 on Friday in the principal chamber and discussed about the grievance of non availability of drinking water to the students. Raised by the student m. harika 2<sup>nd</sup> B.com After through discussion it was unanimously resolved to get the covered drinking water taps in college for students. with the help of the with the help of panchayat grama. In clean and green process. programme.

Tel - 15  
PRINCIPAL  
SAS GOVT DEGREE COLLEGE  
NARAYANAPURAM  
West Godavari-District.  
Pin: 534 406, Andhra Pradesh

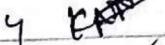
CONVENOR

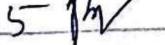
Signature of the members.

1. 

2. 

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5. 

# RESOLUTION

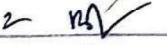
Narayanapuram,  
12/2/2021.

The Grievance redressal committee of the college met under the chairperson ship of G. giri babu at 12/2/2021 on Friday in the principal chamber and discussed about the grievance of water supply taps broken. this problem was raised by the student G. pavani II<sup>nd</sup> B.com. After through discussion it was unanimously resolved to get the new water taps and the taps were repaired by the plumber in Clean and green programme

H. H.  
 PRINCIPAL  
 SAS GOVT. DEGREE COLLEGE  
 NARAYANAPURAM  
 West Godavari District.  
 Pin: 534 406, Andhra Pradesh

CONVENOR.

Signature of members.

1. 
2. 
3. 
4. 
5. 

# RESOLUTION

Narayanapuram  
24/7/2023

The grievance Redressal committee of the college met under the chairperson ship of Dr T. Visweswar Rao, on 24/7/2023 on monday in the principal's chamber, and discussed about the grievance of not working of fans. In class room my query is raised by the student G. Lakshmi, 2<sup>nd</sup> B.com, Roll:13. After through discussion it was unanimously resolved to get repair of fans. with the help of electrician.

Tee - M  
PRINCIPAL  
SAS GOVT. DEGREE COLLEGE  
NARAYANAPURAM  
West Godavari District.  
Pin: 534 406, Andhra Pradesh

Convened

Signatures of the members.

1. ✓
2. ✓
3. ✓
4. ✓
5. ✓

# RESOLUTION

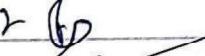
Narayana puram  
25/11/2023

the grievance Redressal committee of the college met under the chairperson ship of DR.TK. Visweswar Rao on 25/11/2023 on Saturday in the principal chamber discussed about the grievance of bushes grown around the wash rooms, caused by the student K. Achila, 2nd B.com. After through discussion it was unanimously resolved to get the bushes around the wash rooms cleared with the help of NSS. volunteers during the clean and green programme.

convened.

Tee - 12  
PRINCIPAL  
SAS GOVT. DEGREE COLLEGE  
NARAYANAPURAM  
West Godavari District.  
Pin: 534 406, Andhra Pradesh

Signature of the members.

1. 
2. 
3. 
4. 
5. 