

5.1.4_1

Proof of Constitution of Internal Committee / Grievance Committee as per UGC norms

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Constitution of Internal Complaint Committee

The internal committees shall consist of the following members to be nominated by the employer, namely:

- a) A presiding Officer who shall be a woman employed at senior level at workplace from amongst the employees
Provided that in case the other offices or administrative units of the workplace do not have a senior level woman employee, the presiding Officer shall be nominated from any other workplace of the same employer or other department or organization.
- b) Not less than two members from amongst employees preferably committed to the cause of women or who have had experience in social work or have legal knowledge:
- c) One member from amongst non-governmental organizations or associations committed to the cause of women or person familiar with the issues relating to sexual harassment.



R. Shelar

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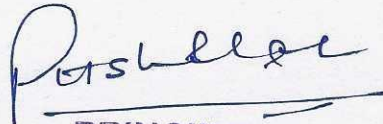
Internal Complaint Committee

Objectives:

The primary objective of the Internal Complaint Committee is to Prevent Sexual Harassment of women and a girl student at the workplace or Institution. The objectives are as given below:

1. To develop a policy against sexual harassment of women and girl students at the Institute.
2. To evolve a permanent mechanism for the prevention and redressal of sexual harassment cases and other acts of gender-based violence at the Institute.
3. To ensure the implementation of the policy in letter and spirit through proper reporting of the complaints and their follow-up procedures.
4. To uphold the commitment of the Institute to provide an environment free of gender-based discrimination
5. To create a secure physical and social environment to deter any act of sexual harassment.
6. To promote a social and psychological environment to raise awareness on sexual harassment in its various forms.
7. To conduct periodical programs on women empowerment.
8. To provide conducive environment and congenial atmosphere for both girl students and faculty members.

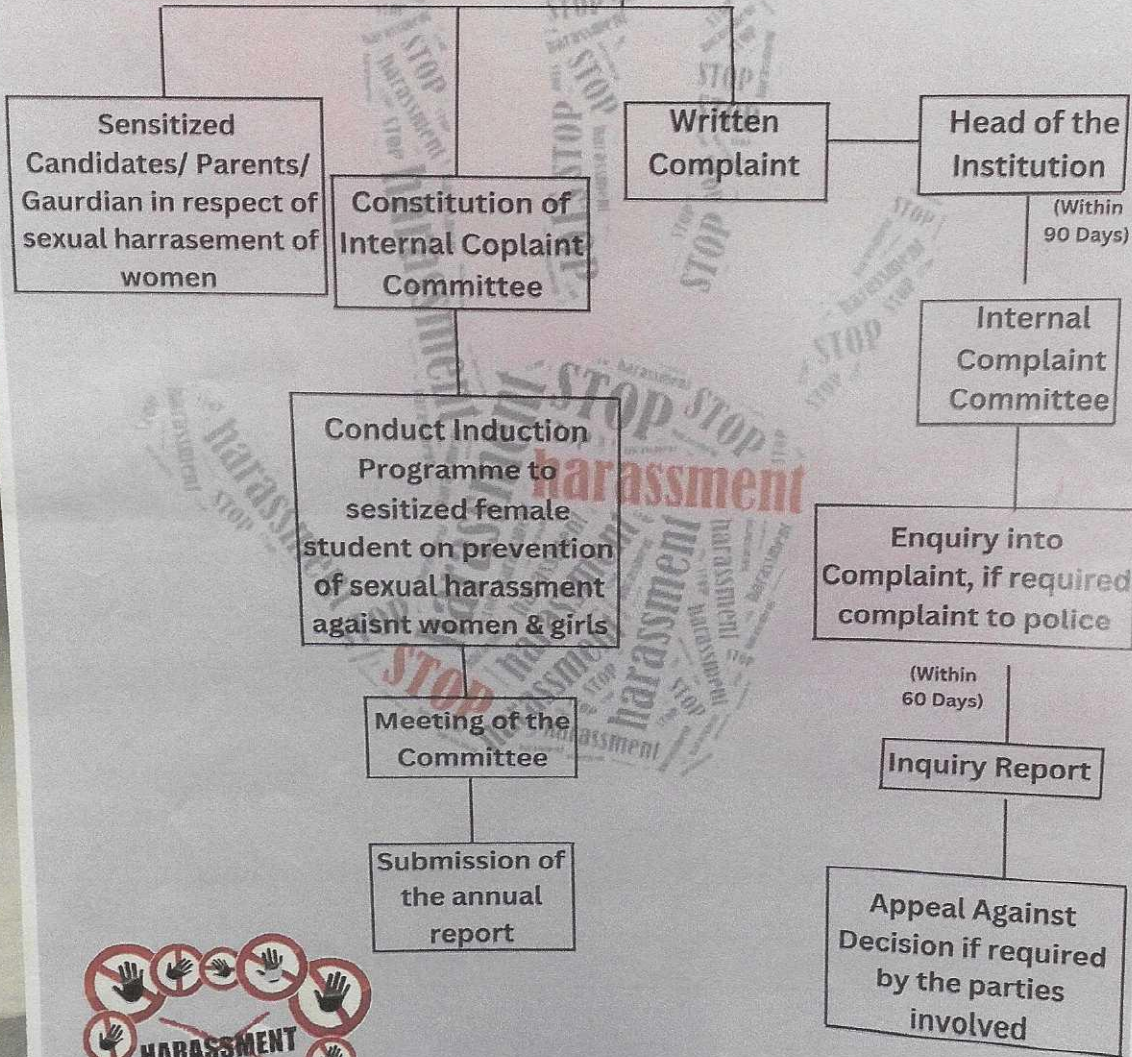



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ICC Grievance Mechanism



Mumbai, Maharashtra, India

J.E.S. Compound, Caves Road, Jogeshwari Education Soci
Rd, near I.Y. College Campus, Ismail College Camps, Natwa
Jogeshwari East, Mumbai, Maharashtra 400060, India
Lat 19.135348°





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Composition of Anti-Discrimination Cell (ADC)

Preamble

An introductory statement explaining the purpose and objectives of the cell, emphasizing the Jogeshwari education Society's college of commerce and science and information technology's commitment to promoting equality, diversity and preventing discrimination.

Composition OF Anti-Discrimination Cell Consist of the following Members

- Chairperson: Responsible for the overall coordination and Leadership of the ADC.
- Faculty representative appointed by the college administration
- Student Representatives: Elected or nominated by the student body
- Non Academic Staff Representative: Appointed by the administration
- Alumni Representatives (optional)
- External Experts (Optional).



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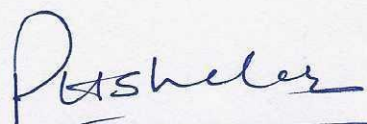
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Anti- Discrimination Cell

Objectives:

- To look after the matters (if any) of depriving a student/Staff or group of students on the basis of caste, creed, language, ethnicity, gender, different ability.
- To always uphold the dignity of the institution by addressing the concerns (if any) brought into the notice related to equality in offering or receiving education inside the campus.
- To ensure the conducive environment for academic growth of the people belonging to the university.
- To protect the rights of individuals without any prejudice to their appearance or lifestyle in the process of learning inside the campus.
- To eliminate the discrimination against or harassment of any individual in all forms by prohibiting it
- To provide for the preventive and protective measures to facilitate the eradication and punishments for those who indulge in any form of discrimination or harassment.

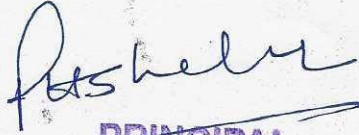



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Anti-Caste-Based Discrimination Cell

Sr. No.	Name of the Faculty	Position
1.	Dr Prashant Shelar	Chairman
2.	Mrs. Anjali Gaikwad	Convener
3.	Mr. Sanju Chandaliya	Member
4.	Mr. Amar Shinde – Junior Clerk	Member




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प्रो. रजनीश जैन
सचिव
Prof. Rajnish Jain
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission

(शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

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

Ph.: 011-23236288/23239337

Fax: 011-2323 8858

E-mail: secy.ugc@nic.in

D.O. No.F.1-7/2011(SCT)

9th September, 2021

Sub:- Prevention of Caste Based Discrimination in Higher Education -reg.

Sir/Madam,

As you are aware, the University Grants Commission has taken various steps for the Prevention of Caste Based Discrimination in Higher Education Institutions. UGC has issued letters dated 19.07.2011, 02.07.2013, 07.03.2016, 05.09.2016, 15.05.2017, 04.06.2018, 26.06.2019 and 14.09.2020 with the request to Universities to take the following action:

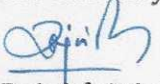
- The Officials/faculty members should desist from any act of discrimination against SC/ST students on grounds of their social origin.
- The University/Institute/College may develop a page on their website for lodging such complaints of caste discrimination by SC/ST students and also place a complaint register in the Registrar/Principal Office for the purpose. If any such incident comes to the notice of the authorities, action should be taken against the erring official/faculty members promptly.
- The university and colleges should ensure that no official/faculty members indulge in any kind of discrimination against any community or category of students.
- The University may constitute a committee to look into the discrimination complaints received from the SC/ST/OBC Students /Teachers and non-teaching staff.

You are requested to advise the officials/faculty members of your university/Institute to be more sensitive while dealing with incidents of caste discrimination. You are also requested to provide information for the year 2020-21 in the prescribed format on the University Activity Monitoring Portal (UAMP) of UGC at link <https://ugc.ac.in/uamp/>) urgently.

The above instructions should also be circulated to all the constituent and affiliated colleges of your university for follow-up action please.

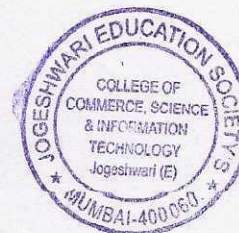
With kind regards,

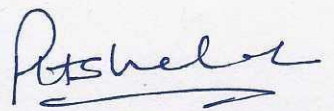
Yours Sincerely,


(Rajnish Jain)

To

The Vice-Chancellor of All Universities.




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Anti-Ragging Committee

Ragging is a social menace which has no place in the Academic environment of the University and concerted efforts required to be in place to prevent its occurrence at any point of time. The Policy of the Institute is to make the campus fully “**Anti-Ragging Campus**” in line with UGC/AICTE guidelines.

What is Ragging?

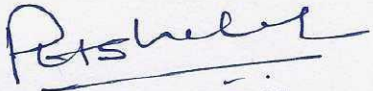
Any act resulting in:

- Mental Physical/Sexual Abuse
- Verbal Abuse
- Indecent behaviour
- Intimidation/ Wrongful Restraint
- Financial Exploitation/Extortion
- Use of force
- Undermining Human Dignity

A Student Indulging in Ragging Can Be:

- Scholarship can be withdrawn
- Debarred from Examination
- Detained admission to any Institution
- Prosecuted for Criminal Action
- Expelled from Institution
- Face Action of Institution filling FIR with local police against those who rag/abet ragging.




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D. O. No. F. 3-2/2021 (ARC)

27 OCT 2021 October, 2021

'SPEED POST'

Subject: Revised procedure for students to file online Anti Ragging Affidavit.

Dear Madam/Sir,

As you are aware, in pursuance to the Judgment of the Hon'ble Supreme Court of India dated 8.5.2009 in Civil Appeal No. 887/2009, the UGC notified "Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009" and in compliance of the 2nd Amendment in UGC Regulations, it is compulsory for each student and his/her parent/Guardian to submit an online undertaking each academic year at either of the two designated web sites, namely, www.antiragging.in and www.amanmovement.org.

As part of UGC's initiative towards reduction of compliance burden of its stakeholders, UGC has revised the procedure for students to file online Anti Ragging Affidavit.

The revised procedure is as follows:

Step 1: A student will submit his/her details on the same web sites (www.antiragging.in and www.amanmovement.org) as before; read and confirm that he/she and his/her parents/Guardians have read and understood the regulations on curbing the menace of ragging. He/She will confirm & agree that he/she will not engage in ragging in any form. (Step 1 is the same like before).

Step 2: The student will receive an E MAIL with his/her registration number and a web link. The student will forward the link to the E mail of the Nodal officer in his/her university/college. **(Please note that the student will not receive pdf affidavits and he/she is not required to print & sign it as used to be the case earlier).**

Step 3: The Nodal Officer in the university/college can click on the link of any forwarded e mails that he/she will receive from any student of his/her college to get the list of those students who have submitted Anti Ragging Affidavits/Undertakings in his/her college. The list will be updated every 24 hours.

Contd.../-



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Objectives:

The main objectives of this cell are as follows

- 1) To generate the disciplinary atmosphere in the Institute and send the clear message thatragging will not be tolerated and strict action will be taken in case of any complaint.
- 2) To prevent any' physical or mental torture or any disorderly conduct towards any studentcausing apprehension, dread, humiliation or agitation to hint/tier.
- 3) To maintain AIMS - a ragging free campus.
- 4) To create awareness about ragging & ensure a student-friendly environment at all times.
- 5) To keep continuous watch and vigil over ragging so as to prevent its occurrence and recurrence.
- 6) To aware the students of dehumanizing effect of ragging inherent in its perversity.
- 7) Promptly and stringently deal with the incidents of ragging brought to our notice.



P. S. Shetkar
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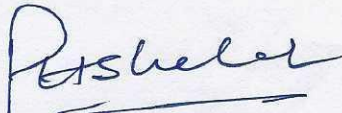
Committee Composition:

The following is the composition of Anti Ragging Committee.

- a) One Senior Faculty appointed by the Principal as Chairman
- b) One Head of the Department as member nominated by the Principal.
- c) One office Representative
- d) One Student representative.

Sr. No.	Name	Designation	Position
1	Dr. (Mr.) Prashant Shelar	Principal	Chairman
2	Ms. Prachi Shah	Assistant Professor	Convener
3	Mr. Hyder Khan	Assistant Professor	Member
4	Mr. Amar Shinde	Assistant Professor	Member
5		Student Representative	Member




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Right to Information Act, 2005

Manual u/s 4(1) (B) of Act, 2005

Contact us on: 022 28245527

Email ID of College: jescollegecom@gmail.com

Website of College: www.jescollege.edu.in



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Under RTI Act, every citizen has a right to know the functioning of every Public Authority i.e., universities and other educational institutions, which are also declared as Public Authorities. Hence the information to be published in pursuance of section 4(1)(b) of Right to Information Act, 2005 is available in prospectus posted on the website.

<https://jescollege.edu.in/wp-content/uploads/2023/03/Prospectus-Final-2-compressed.pdf>

Sec 4(1)(b)(ii) of RTI ACT,2005

Powers and duties of its Officers and Employees

A) Duties of the Principal:

1. Provide inspiration and motivational value-based academic and executive leadership to the college through policy formation. Operational management, organization of human resources and concern for environment and sustainability;
2. Conduct himself/herself with transparency, fairness, honesty highest degree of ethics and decision making that is in the best interest of the college;
3. Act as steward of the college's assets in managing the resources responsibility, optimally effectively and efficiently for providing a conducive working and learning environmental;
4. Promote the collaborative, shared and consultative work culture in the college, paving way for innovative thinking and ideas :
5. Endeavour to promote a work culture and ethics that brings about quality, professionalism, satisfaction and service to the nation and society;
6. Adhere to a responsible pattern of conduct and demeanour expected of


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them by the community;

7. Manage their private affairs in a manner consistent with the dignity of the profession;
8. Discourage and not indulge in plagiarism and other non-ethical behaviour in teaching and research;
9. Participate in extension, co-curricular and extra-curricular activities, including the community service;
10. Refrain from allowing consideration of caste, creed, religion, race, gender or sex in their professional Endeavour.

B) Duties of the Teaching Staff

I. Teachers and their Responsibilities :

Whoever adopts teaching as a profession assumes the obligation to conduct himself/herself in accordance with the ideal of the profession. A teacher is constantly under the scrutiny of his students and the society at large. Therefore, every teacher should see that there is no incompatibility between his precepts and practice.

The national ideals of education which have already been set forth and which he/she should seek to inculcate among students must be his/her own ideals.

The profession further requires that the teacher should be calm, patient and communicative by temperament and amiable in disposition.

Teacher should:

- i. Adhere to a responsible pattern of conduct and demeanour expected of them by the community;
- ii. Manage their private affairs in a manner consistent with the dignity of the profession;
- iii. Seek to make professional growth continues through study and research;
- iv. Express free and frank opinion by participation at professional meetings, seminars, conferences etc., towards the contribution of knowledge;
- v. Maintain active membership of professional organizations and strive to improve education and profession through them;

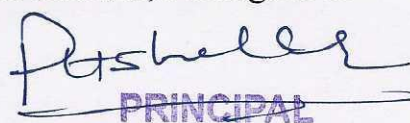

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- vi. Perform their duties in the form of teaching, tutorials, practicals, seminars and research work, conscientiously and with dedication;
- vii. Discourage and not indulge in plagiarism and other non-ethical behaviour in teaching and research;
- viii. Abide by the Act, Statute and Ordinance of the University and to respect its ideals, vision, mission, cultural practices and tradition;
- ix. Co-operate and assist in carrying out the functions relating to the educational responsibilities of the college and the university, such as: assisting in appraising applications for admission, advising and counselling students as well as assisting the conduct of university and college examinations, including supervision, invigilation and evaluation; and
- x. Participate in extension, co-curricular and extra –curricular activities, including the community service.

II. Towards Students Teacher should:

- i. Respect the rights and dignity of the student in expressing his/her opinion;
- ii. Deal justly and impartially with students regardless of their religion, cast gender, political, economic, social and physical characteristics;
- iii. Recognise the difference in aptitude and capabilities among students and strive to meet their individual needs;
- iv. Encourage students to improve their attainments, develop their personalities and at the same time contribute to community welfare;
- v. Inculcate among students scientific temper, spirit of inquiry and ideals of democracy, patriotism, social justice, environmental protection and peace;
- vi. Treat the students with dignity and not behave in a vindictive manner towards any of them for any reason;
- vii. Pay attention to only the attainment of the students in the assessment of merit;
- viii. Make themselves available to the students even beyond their class hours and help and guide students without any remuneration or reward;
- ix. Aid students to develop an understanding of our national heritage and national goals; and
- x. Refrain from inciting students against other students, colleagues or administration.


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III. Towards Colleagues Teacher should:

- i. Treat other member of the profession in the same manner as they themselves which to be treated;
- ii. Speak respectfully of other teachers and render assistance for professional betterment ;
- iii. Refrain from making unsubstantiated allegations against colleagues to higher authorities; and
- iv. Refrain from allowing considerations of caste, creed, religion, race or sex in their professional endeavour.

IV. Towards Authorities Teachers should:

- i. Discharge their professional responsibilities according to the existing Rules and adhere to procedures and methods consistent with their profession in initiating steps through their own institutional bodies and / or professional organizations for change of any such Rule detrimental to the professional interest;
- ii. Refrain from undertaking any other employment and commitment, including private tuitions and coaching classes which are likely to interfere with their professional responsibilities.
- iii. Co-operate in the formulation of policies of the institution by accepting various offices and discharge responsibilities which such offices may demand;
- iv. Co-operate through their organizations in the formulation of policies of the other institutions and accept offices;
- v. Co-operate with authorities for the betterment of institutions keeping in view the interest and in conformity with the dignity of the profession;
- vi. Adhere to the terms of contract;
- vii. Give and expect due notice before a change of position takes place ;
- viii. Refrain from availing themselves of leave except on unavoidable grounds and as far as practicable with prior intimation. Keeping in view their particular responsibility for completion of academic schedule.


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V. Towards Non-Teaching Staff Teachers should:

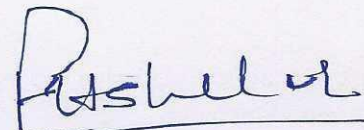
- i. Treat the non-teaching staff as colleagues and equal partners in a cooperative undertaking, withinevery institution;
- ii. Help in the functioning of joint – staff council teachers and the non- teaching staff.

VI. Towards Guardians Teachers should:

- i. The institution should maintain contact with the guardians, their students, send reports of their attendance and performance to the guardians whenever necessary and meet the guardians in meetings convened for the purpose for mutual exchange of ideas and for the benefit of the institution.

VII. Towards Society Teachers should:

- i. Recognize that education is a public service and strive to keep the public informed of the educational programmes which are being provided;
- ii. Work to improve education in the community and strengthen the community 's moral and intellectual life;
- iii. Be aware of social problems and take part in such activities as would be conducive to the progress of society and hence the country as a whole;
- iv. Perform the duties of citizenship, participate in community activities and shoulder responsibilities of public offices;
- v. Refrain from taking part in or subscribing to or assisting in any way activities, which tend to promote feeling of hatred or enmity among different communities, religions or linguistic groups but actively work for national integration.

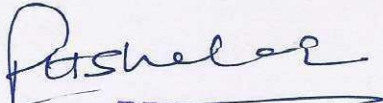


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C) DUTIES AND RESPONSIBILITIES OF SENIOR / JUNIOR ASSISTANTS

1. Administrative staff of the college shall discharge his/her duties efficiently and diligently and shall conform to the rules and regulation as specified by the authorities.
2. Administrative staff of the college shall not absent himself/herself from his/her duties without prior permission. In case of sickness or absence on medical ground, a medical certificate to the satisfaction of the college authorities shall be produced within a week.
3. Administrative staff of the college must always wear their identity card during working hours.
4. Administrative staff (Support Staff) of the college should wear the Uniform provided by the Management.
5. Administrative staff will carry out their duties as instructed by the authorities to whom they are attached.
6. Administrative staff of college shall be at the disposal of the college for full-time and shall serve in such capacity and at such place as he may, from time be so directed.
7. The Administrative staff of college shall conform and abide by the provision of the act, Statutes, Standards Code, Ordinances, Regulations and Rules and directives and decision of the Competent Authority. The administrative staff shall also observe, guidelines stated by the officer under whose jurisdiction, superintendence or control, he has been placed, for the time being.
8. The Administrative staff at all-time shall maintain absolute integrity, and show devotion to duty, and shall do nothing which is unbecoming of an employee of college as the case may be. He shall ensure the integrity and devotion to duty towards all employees under his control and authority for the time being.


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JOGESHWARI EDUCATION SOCIETY'S
COLLEGE OF COMMERCE SCIENCE
& INFORMATION TECHNOLOGY
Caves Road, Jogeshwari (E), Mumbai-400 060.



**JOGESHWARI EDUCATION SOCIETY'S
COLLEGE OF COMMERCE SCIENCE & INFORMATION TECHNOLOGY**

(AFFILIATED TO UNIVERSITY OF MUMBAI)

JES Education Complex, Caves Road, Arvind Gandbhir Campus, Jogeshwari (East), Mumbai - 400 060.
Tel : 022 2824 5527 / 83568 67783 | Email : jescollegecom@gmail.com | Web : jescollege.edu.in

Right to Information Act (RTI) Cell

Objectives:

- To inform that college complies to the mandate of Right to Information Act, 2005 enacted by the parliament.
- To empower the citizens, promote transparency and accountability in the working of the Government.
- To provide the timely response to citizen's request for Government information.
- To adhere to the establishment of the separate RTI Cell in the college
- To respect the sanctity and the necessity by catering to all the information relating to the request.




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Members of Right To Information Cell

Name	Position
Dr. Prashant Shelar	Chairman
Ms. Neha Kothari	Convener
Ms. Jasmine Jadhav	Member
Mrs. Radhika Rao	Member
Mrs. Archana Dhawade	Member

Dr. Prashant H. Shelar

Principal





भारत का राजपत्र The Gazette of India

असाधारण
EXTRAORDINARY

भाग II — खण्ड 1
PART II — Section 1

प्राधिकार से प्रकाशित

PUBLISHED BY AUTHORITY

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No. 25]

नई दिल्ली, मंगलवार, जून 21, 2005/ज्यैष्ठ 31, 1927
NEW DELHI, TUESDAY, JUNE 21, 2005/JYAISTHA 31, 1927

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.

MINISTRY OF LAW AND JUSTICE

(Legislative Department)

New Delhi, the 21st June, 2005/Jyaistha 31, 1927 (Saka)

The following Act of Parliament received the assent of the President on the 15th June, 2005, and is hereby published for general information:—

THE RIGHT TO INFORMATION ACT, 2005
No. 22 of 2005

[15th June, 2005.]

An Act to provide for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority, the constitution of a Central Information Commission and State Information Commissions and for matters connected therewith or incidental thereto.

WHEREAS the Constitution of India has established democratic Republic;

AND WHEREAS democracy requires an informed citizenry and transparency of information which are vital to its functioning and also to contain corruption and to hold Governments and their instrumentalities accountable to the governed;

AND WHEREAS revelation of information in actual practice is likely to conflict with other public interests including efficient operations of the Governments, optimum use of limited fiscal resources and the preservation of confidentiality of sensitive information;

and information relating to any private body which can be accessed by a public authority under any other law for the time being in force;

(g) "prescribed" means prescribed by rules made under this Act by the appropriate Government or the competent authority, as the case may be;

(h) "public authority" means any authority or body or institution of self-government established or constituted—

- (a) by or under the Constitution;
- (b) by any other law made by Parliament;
- (c) by any other law made by State Legislature;
- (d) by notification issued or order made by the appropriate Government,

and includes any—

- (i) body owned, controlled or substantially financed;
- (ii) non-Government organisation substantially financed,

directly or indirectly by funds provided by the appropriate Government;

(i) "record" includes—

- (a) any document, manuscript and file;
- (b) any microfilm, microfiche and facsimile copy of a document;
- (c) any reproduction of image or images embodied in such microfilm (whether enlarged or not); and
- (d) any other material produced by a computer or any other device;

(j) "right to information" means the right to information accessible under this Act which is held by or under the control of any public authority and includes the right to—

- (i) inspection of work, documents, records;
- (ii) taking notes, extracts or certified copies of documents or records;
- (iii) taking certified samples of material;
- (iv) obtaining information in the form of diskettes, floppies, tapes, video cassettes or in any other electronic mode or through printouts where such information is stored in a computer or in any other device;

(k) "State Information Commission" means the State Information Commission constituted under sub-section (1) of section 15;

(l) "State Chief Information Commissioner" and "State Information Commissioner" mean the State Chief Information Commissioner and the State Information Commissioner appointed under sub-section (3) of section 15;

(m) "State Public Information Officer" means the State Public Information Officer designated under sub-section (1) and includes a State Assistant Public Information Officer designated as such under sub-section (2) of section 5;

(n) "third party" means a person other than the citizen making a request for information and includes a public authority.

decisions to affected persons.

(2) It shall be a constant endeavour of every public authority to take steps in accordance with the requirements of clause (b) of sub-section (1) to provide as much information *suo motu* to the public at regular intervals through various means of communications, including internet, so that the public have minimum resort to the use of this Act to obtain information.

(3) For the purposes of sub-section (1), every information shall be disseminated widely and in such form and manner which is easily accessible to the public.

(4) All materials shall be disseminated taking into consideration the cost effectiveness, local language and the most effective method of communication in that local area and the information should be easily accessible, to the extent possible in electronic format with the Central Public Information Officer or State Public Information Officer, as the case may be, available free or at such cost of the medium or the print cost price as may be prescribed.

Explanation.—For the purposes of sub-sections (3) and (4), "disseminated" means making known or communicated the information to the public through notice boards, newspapers, public announcements, media broadcasts, the internet or any other means, including inspection of offices of any public authority.

5. (1) Every public authority shall, within one hundred days of the enactment of this Act, designate as many officers as the Central Public Information Officers or State Public Information Officers, as the case may be, in all administrative units or offices under it as may be necessary to provide information to persons requesting for the information under this Act.

Designation
of Public
Information
Officers.

(2) Without prejudice to the provisions of sub-section (1), every public authority shall designate an officer, within one hundred days of the enactment of this Act, at each sub-divisional level or other sub-district level as a Central Assistant Public Information Officer or a State Assistant Public Information Officer, as the case may be, to receive the applications for information or appeals under this Act for forwarding the same forthwith to the Central Public Information Officer or the State Public Information Officer or senior officer specified under sub-section (1) of section 19 or the Central Information Commission or the State Information Commission, as the case may be:

Provided that where an application for information or appeal is given to a Central Assistant Public Information Officer or a State Assistant Public Information Officer, as the case may be, a period of five days shall be added in computing the period for response specified under sub-section (1) of section 7.

(3) Every Central Public Information Officer or State Public Information Officer, as the case may be, shall deal with requests from persons seeking information and render reasonable assistance to the persons seeking such information.

(4) The Central Public Information Officer or State Public Information Officer, as the case may be, may seek the assistance of any other officer as he or she considers it necessary for the proper discharge of his or her duties.

(5) Any officer, whose assistance has been sought under sub-section (4), shall render all assistance to the Central Public Information Officer or State Public Information Officer, as the case may be, seeking his or her assistance and for the purposes of any contravention of the provisions of this Act, such other officer shall be treated as a Central Public Information Officer or State Public Information Officer, as the case may be.

to arrive at the amount in accordance with fee prescribed under sub-section (1), requesting him to deposit that fees, and the period intervening between the despatch of the said intimation and payment of fees shall be excluded for the purpose of calculating the period of thirty days referred to in that sub-section;

- (b) information concerning his or her right with respect to review the decision as to the amount of fees charged or the form of access provided, including the particulars of the appellate authority, time limit, process and any other forms.

(4) Where access to the record or a part thereof is required to be provided under this Act and the person to whom access is to be provided is sensorily disabled, the Central Public Information Officer or State Public Information Officer, as the case may be, shall provide assistance to enable access to the information, including providing such assistance as may be appropriate for the inspection.

(5) Where access to information is to be provided in the printed or in any electronic format, the applicant shall, subject to the provisions of sub-section (6), pay such fee as may be prescribed:

Provided that the fee prescribed under sub-section (1) of section 6 and sub-sections (1) and (5) of section 7 shall be reasonable and no such fee shall be charged from the persons who are of below poverty line as may be determined by the appropriate Government.

(6) Notwithstanding anything contained in sub-section (5), the person making request for the information shall be provided the information free of charge where a public authority fails to comply with the time limits specified in sub-section (1).

(7) Before taking any decision under sub-section (1), the Central Public Information Officer or State Public Information Officer, as the case may be, shall take into consideration the representation made by a third party under section 11.

(8) Where a request has been rejected under sub-section (1), the Central Public Information Officer or State Public Information Officer, as the case may be, shall communicate to the person making the request,—

- (i) the reasons for such rejection;
- (ii) the period within which an appeal against such rejection may be preferred; and
- (iii) the particulars of the appellate authority.

(9) An information shall ordinarily be provided in the form in which it is sought unless it would disproportionately divert the resources of the public authority or would be detrimental to the safety or preservation of the record in question.

8. (1) Notwithstanding anything contained in this Act, there shall be no obligation to give any citizen,—

(a) information, disclosure of which would prejudicially affect the sovereignty and integrity of India, the security, strategic, scientific or economic interests of the State, relation with foreign State or lead to incitement of an offence;

(b) information which has been expressly forbidden to be published by any court of law or tribunal or the disclosure of which may constitute contempt of court;

Exemption
from
disclosure of
information.

Grounds for rejection to access in certain cases.

Severability

9. Without prejudice to the provisions of section 8, a Central Public Information Officer or a State Public Information Officer, as the case may be, may reject a request for information where such a request for providing access would involve an infringement of copyright subsisting in a person other than the State.

10. (1) Where a request for access to information is rejected on the ground that it is in relation to information which is exempt from disclosure, then, notwithstanding anything contained in this Act, access may be provided to that part of the record which does not contain any information which is exempt from disclosure under this Act and which can reasonably be severed from any part that contains exempt information.

(2) Where access is granted to a part of the record under sub-section (1), the Central Public Information Officer or State Public Information Officer, as the case may be, shall give a notice to the applicant, informing—

- (a) that only part of the record requested, after severance of the record containing information which is exempt from disclosure, is being provided;
- (b) the reasons for the decision, including any findings on any material question of fact, referring to the material on which those findings were based;
- (c) the name and designation of the person giving the decision;
- (d) the details of the fees calculated by him or her and the amount of fee which the applicant is required to deposit; and
- (e) his or her rights with respect to review of the decision regarding non-disclosure of part of the information, the amount of fee charged or the form of access provided, including the particulars of the senior officer specified under sub-section (1) of section 19 or the Central Information Commission or the State Information Commission, as the case may be, time limit, process and any other form of access.

Third party information.

11. (1) Where a Central Public Information Officer or a State Public Information Officer, as the case may be, intends to disclose any information or record, or part thereof on a request made under this Act, which relates to or has been supplied by a third party and has been treated as confidential by that third party, the Central Public Information Officer or State Public Information Officer, as the case may be, shall, within five days from the receipt of the request, give a written notice to such third party of the request and of the fact that the Central Public Information Officer or State Public Information Officer, as the case may be, intends to disclose the information or record, or part thereof, and invite the third party to make a submission in writing or orally, regarding whether the information should be disclosed, and such submission of the third party shall be kept in view while taking a decision about disclosure of information:

Provided that except in the case of trade or commercial secrets protected by law, disclosure may be allowed if the public interest in disclosure outweighs in importance any possible harm or injury to the interests of such third party.

(2) Where a notice is served by the Central Public Information Officer or State Public Information Officer, as the case may be, under sub-section (1) to a third party in respect of any information or record or part thereof, the third party shall, within ten days from the date of receipt of such notice, be given the opportunity to make representation against the proposed disclosure.

(3) Notwithstanding anything contained in section 7, the Central Public Information Officer or State Public Information Officer, as the case may be, shall, within forty days after receipt of the request under section 6, if the third party has been given an opportunity to make representation under sub-section (2), make a decision as to whether or not to disclose the information or record or part thereof and give in

13. (1) The Chief Information Commissioner shall hold office for a term of five years from the date on which he enters upon his office and shall not be eligible for reappointment:

Term of office and conditions of service.

Provided that no Chief Information Commissioner shall hold office as such after he has attained the age of sixty-five years.

(2) Every Information Commissioner shall hold office for a term of five years from the date on which he enters upon his office or till he attains the age of sixty-five years, whichever is earlier, and shall not be eligible for reappointment as such Information Commissioner:

Provided that every Information Commissioner shall, on vacating his office under this sub-section be eligible for appointment as the Chief Information Commissioner in the manner specified in sub-section (3) of section 12:

Provided further that where the Information Commissioner is appointed as the Chief Information Commissioner, his term of office shall not be more than five years in aggregate as the Information Commissioner and the Chief Information Commissioner.

(3) The Chief Information Commissioner or an Information Commissioner shall before he enters upon his office make and subscribe before the President or some other person appointed by him in that behalf, an oath or affirmation according to the form set out for the purpose in the First Schedule.

(4) The Chief Information Commissioner or an Information Commissioner may, at any time, by writing under his hand addressed to the President, resign from his office:

Provided that the Chief Information Commissioner or an Information Commissioner may be removed in the manner specified under section 14.

(5) The salaries and allowances payable to and other terms and conditions of service of—

- (a) the Chief Information Commissioner shall be the same as that of the Chief Election Commissioner;
- (b) an Information Commissioner shall be the same as that of an Election Commissioner:

Provided that if the Chief Information Commissioner or an Information Commissioner, at the time of his appointment is, in receipt of a pension, other than a disability or wound pension, in respect of any previous service under the Government of India or under the Government of a State, his salary in respect of the service as the Chief Information Commissioner or an Information Commissioner shall be reduced by the amount of that pension including any portion of pension which was commuted and pension equivalent of other forms of retirement benefits excluding pension equivalent of retirement gratuity.

Provided further that if the Chief Information Commissioner or an Information Commissioner if, at the time of his appointment is, in receipt of retirement benefits in respect of any previous service rendered in a Corporation established by or under any Central Act or State Act or a Government company owned or controlled by the Central Government or the State Government, his salary in respect of the service as the Chief Information Commissioner or an Information Commissioner shall be reduced by the amount of pension equivalent to the retirement benefits:

Provided also that the salaries, allowances and other conditions of service of the Chief Information Commissioner and the Information Commissioners shall not be varied to their

(3) The State Chief Information Commissioner and the State Information Commissioners shall be appointed by the Governor on the recommendation of a committee consisting of—

- (i) the Chief Minister, who shall be the Chairperson of the committee;
- (ii) the Leader of Opposition in the Legislative Assembly; and
- (iii) a Cabinet Minister to be nominated by the Chief Minister

Explanation.—For the purposes of removal of doubts, it is hereby declared that where the Leader of Opposition in the Legislative Assembly has not been recognised as such, the Leader of the single largest group in opposition of the Government in the Legislative Assembly shall be deemed to be the Leader of Opposition.

(4) The general superintendence, direction and management of the affairs of the State Information Commission shall vest in the State Chief Information Commissioner who shall be assisted by the State Information Commissioners and may exercise all such powers and do all such acts and things which may be exercised or done by the State Information Commission autonomously without being subjected to directions by any other authority under this Act.

(5) The State Chief Information Commissioner and the State Information Commissioners shall be persons of eminence in public life with wide knowledge and experience in law, science and technology, social service, management, journalism, mass media or administration and governance.

(6) The State Chief Information Commissioner or a State Information Commissioner shall not be a Member of Parliament or Member of the Legislature of any State or Union territory, as the case may be, or hold any other office of profit or connected with any political party or carrying on any business or pursuing any profession.

(7) The headquarters of the State Information Commission shall be at such place in the State as the State Government may, by notification in the Official Gazette, specify and the State Information Commission may, with the previous approval of the State Government, establish offices at other places in the State.

Term of office
and conditions
of service.

16. (1) The State Chief Information Commissioner shall hold office for a term of five years from the date on which he enters upon his office and shall not be eligible for reappointment:

Provided that no State Chief Information Commissioner shall hold office as such after he has attained the age of sixty-five years.

(2) Every State Information Commissioner shall hold office for a term of five years from the date on which he enters upon his office or till he attains the age of sixty-five years, whichever is earlier, and shall not be eligible for reappointment as such State Information Commissioner:

Provided that every State Information Commissioner shall, on vacating his office under this sub-section, be eligible for appointment as the State Chief Information Commissioner in the manner specified in sub-section (3) of section 15:

Provided further that where the State Information Commissioner is appointed as the State Chief Information Commissioner, his term of office shall not be more than five years in aggregate as the State Information Commissioner and the State Chief Information Commissioner.

(3) The State Chief Information Commissioner or a State Information Commissioner,

the Supreme Court on such reference.

(3) Notwithstanding anything contained in sub-section (1), the Governor may by order remove from office the State Chief Information Commissioner or a State Information Commissioner if a State Chief Information Commissioner or a State Information Commissioner, as the case may be,—

- (a) is adjudged an insolvent; or
- (b) has been convicted of an offence which, in the opinion of the Governor, involves moral turpitude; or
- (c) engages during his term of office in any paid employment outside the duties of his office; or
- (d) is, in the opinion of the Governor, unfit to continue in office by reason of infirmity of mind or body; or
- (e) has acquired such financial or other interest as is likely to affect prejudicially his functions as the State Chief Information Commissioner or a State Information Commissioner.

(4) If the State Chief Information Commissioner or a State Information Commissioner in any way, concerned or interested in any contract or agreement made by or on behalf of the Government of the State or participates in any way in the profit thereof or in any benefit or emoluments arising therefrom otherwise than as a member and in common with the other members of an incorporated company, he shall, for the purposes of sub-section (1), be deemed to be guilty of misbehaviour.

Powers and
functions of
Information
Commissions.

CHAPTER V

Powers and functions of the Information Commissions, appeal and penalties

18. (1) Subject to the provisions of this Act, it shall be the duty of the Central Information Commission or State Information Commission, as the case may be, to receive and inquire into a complaint from any person,—

- (a) who has been unable to submit a request to a Central Public Information Officer or State Public Information Officer, as the case may be, either by reason that no such officer has been appointed under this Act, or because the Central Assistant Public Information Officer or State Assistant Public Information Officer, as the case may be, has refused to accept his or her application for information or appeal under this Act for forwarding the same to the Central Public Information Officer or State Public Information Officer or senior officer specified in sub-section (1) of section 19 or the Central Information Commission or the State Information Commission, as the case may be;
- (b) who has been refused access to any information requested under this Act;
- (c) who has not been given a response to a request for information or access to information within the time limit specified under this Act;
- (d) who has been required to pay an amount of fee which he or she considers unreasonable;
- (e) who believes that he or she has been given incomplete, misleading or false information under this Act; and
- (f) in respect of any other matter relating to requesting or obtaining access to records under this Act.

(2) Where the Central Information Commission or State Information Commission, as the case may be, is satisfied that there are reasonable grounds to inquire into the matter, it may initiate an inquiry in respect thereof.

recorded in writing.

(7) The decision of the Central Information Commission or State Information Commission, as the case may be, shall be binding.

(8) In its decision, the Central Information Commission or State Information Commission, as the case may be, has the power to—

(a) require the public authority to take any such steps as may be necessary to secure compliance with the provisions of this Act, including—

- (i) by providing access to information, if so requested, in a particular form;
- (ii) by appointing a Central Public Information Officer or State Public Information Officer, as the case may be;
- (iii) by publishing certain information or categories of information;
- (iv) by making necessary changes to its practices in relation to the maintenance, management and destruction of records;
- (v) by enhancing the provision of training on the right to information for its officials;
- (vi) by providing it with an annual report in compliance with clause (b) of sub-section (1) of section 4;

(b) require the public authority to compensate the complainant for any loss or other detriment suffered;

(c) impose any of the penalties provided under this Act;

(d) reject the application.

(9) The Central Information Commission or State Information Commission, as the case may be, shall give notice of its decision, including any right of appeal, to the complainant and the public authority.

(10) The Central Information Commission or State Information Commission, as the case may be, shall decide the appeal in accordance with such procedure as may be prescribed.

Penalties

20. (1) Where the Central Information Commission or the State Information Commission, as the case may be, at the time of deciding any complaint or appeal is of the opinion that the Central Public Information Officer or the State Public Information Officer, as the case may be, has, without any reasonable cause, refused to receive an application for information or has not furnished information within the time specified under sub-section (1) of section 7 or malafidely denied the request for information or knowingly given incorrect, incomplete or misleading information or destroyed information which was the subject of the request or obstructed in any manner in furnishing the information, it shall impose a penalty of two hundred and fifty rupees each day till application is received or information is furnished, so however, the total amount of such penalty shall not exceed twenty-five thousand rupees:

Provided that the Central Public Information Officer or the State Public Information Officer, as the case may be, shall be given a reasonable opportunity of being heard before any penalty is imposed on him:

Provided further that the burden of proving that he acted reasonably and diligently shall be on the Central Public Information Officer or the State Public Information Officer, as the case may be.

(2) Where the Central Information Commission or the State Information Commission, as the case may be, at the time of deciding any complaint or appeal is of the opinion that the Central Public Information Officer or the State Public Information Officer, as the case

Provided further that in the case of information sought for is in respect of allegations of violation of human rights, the information shall only be provided after the approval of the State Information Commission and, notwithstanding anything contained in section 7, such information shall be provided within forty-five days from the date of the receipt of request.

(5) Every notification issued under sub-section (4) shall be laid before the State Legislature.

25. (1) The Central Information Commission or State Information Commission, as the case may be, shall, as soon as practicable after the end of each year, prepare a report on the implementation of the provisions of this Act during that year and forward a copy thereof to the appropriate Government.

Monitoring and Reporting

(2) Each Ministry or Department shall, in relation to the public authorities within their jurisdiction, collect and provide such information to the Central Information Commission or State Information Commission, as the case may be, as is required to prepare the report under this section and comply with the requirements concerning the furnishing of that information and keeping of records for the purposes of this section.

(3) Each report shall state in respect of the year to which the report relates,—

- (a) the number of requests made to each public authority;
- (b) the number of decisions where applicants were not entitled to access to the documents pursuant to the requests, the provisions of this Act under which these decisions were made and the number of times such provisions were invoked;
- (c) the number of appeals referred to the Central Information Commission or State Information Commission, as the case may be, for review, the nature of the appeals and the outcome of the appeals;
- (d) particulars of any disciplinary action taken against any officer in respect of the administration of this Act;
- (e) the amount of charges collected by each public authority under this Act;
- (f) any facts which indicate an effort by the public authorities to administer and implement the spirit and intention of this Act;
- (g) recommendations for reform, including recommendations in respect of the particular public authorities, for the development, improvement, modernisation, reform or amendment to this Act or other legislation or common law or any other matter relevant for operationalising the right to access information.

(4) The Central Government or the State Government, as the case may be, may, as soon as practicable after the end of each year, cause a copy of the report of the Central Information Commission or the State Information Commission, as the case may be, referred to in sub-section (1) to be laid before each House of Parliament or, as the case may be, before each House of the State Legislature, where there are two Houses, and where there is one House of the State Legislature before that House.

(5) If it appears to the Central Information Commission or State Information Commission, as the case may be, that the practice of a public authority in relation to the exercise of its functions under this Act does not conform with the provisions or spirit of this Act, it may give to the authority a recommendation specifying the steps which ought in its opinion to be taken for promoting such conformity.

26. (1) The appropriate Government may, to the extent of availability of financial and other resources,—

- (a) develop and organise educational programmes to advance the understanding of the public, in particular of disadvantaged communities as to how to exercise the rights contemplated under this Act;

Appropriate Government to prepare programmes

- sub-section (6) of section 16;
- (e) the procedure to be adopted by the Central Information Commission or State Information Commission, as the case may be, in deciding the appeals under sub-section (10) of section 19; and
- (f) any other matter which is required to be, or may be, prescribed.

28. (1) The competent authority may, by notification in the Official Gazette, make rules to carry out the provisions of this Act.

Power to make rules by competent authority.

(2) In particular, and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely:—

- (i) the cost of the medium or print cost price of the materials to be disseminated under sub-section (4) of section 4;
- (ii) the fee payable under sub-section (1) of section 6;
- (iii) the fee payable under sub-section (1) of section 7; and
- (iv) any other matter which is required to be, or may be, prescribed

29. (1) Every rule made by the Central Government under this Act shall be laid, as soon as may be after it is made, before each House of Parliament, while it is in session, for a total period of thirty days which may be comprised in one session or in two or more successive sessions, and if, before the expiry of the session immediately following the session or the successive sessions aforesaid, both Houses agree in making any modification in the rule or both Houses agree that the rule should not be made, the rule shall thereafter have effect only in such modified form or be of no effect, as the case may be; so, however, that any such modification or annulment shall be without prejudice to the validity of anything previously done under that rule.

Laying of rules.

(2) Every rule made under this Act by a State Government shall be laid, as soon as may be after it is notified, before the State Legislature.

30. (1) If any difficulty arises in giving effect to the provisions of this Act, the Central Government may, by order published in the Official Gazette, make such provisions not inconsistent with the provisions of this Act as appear to it to be necessary or expedient for removal of the difficulty:

Power to remove difficulties.

Provided that no such order shall be made after the expiry of a period of two years from the date of the commencement of this Act.

(2) Every order made under this section shall, as soon as may be after it is made, be laid before each House of Parliament.

Repeal

31. The Freedom of Information Act, 2002 is hereby repealed.

5 of 2003

THE SECOND SCHEDULE

(See section 24)

Intelligence and security organisation established by the Central Government

1. Intelligence Bureau.
2. Research and Analysis Wing of the Cabinet Secretariat.
3. Directorate of Revenue Intelligence.
4. Central Economic Intelligence Bureau.
5. Directorate of Enforcement.
6. Narcotics Control Bureau.
7. Aviation Research Centre.
8. Special Frontier Force.
9. Border Security Force.
10. Central Reserve Police Force.
11. Indo-Tibetan Border Police.
12. Central Industrial Security Force.
13. National Security Guards.
14. Assam Rifles.
15. Special Service Bureau
16. Special Branch (CID), Andaman and Nicobar.
17. The Crime Branch-C.I.D.-CB, Dadra and Nagar Haveli.
18. Special Branch, Lakshadweep Police.

T. K. VISWANATHAN,
Secy. to the Govt. of India.

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MGIPMRND—1359GI(S3)—22-06-2005.

College Grievance Redressal Cell

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College as per the UGC guidelines to redress the grievances of both the staff and the students. This Committee is under the direct purview of the Principal. The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue. The Committee puts its best efforts to create a harmonious and conducive atmosphere for everyone in question.

Who can Appeal :

All the students enrolled at JES College of Science, Commerce & I.T. have the right to appeal.

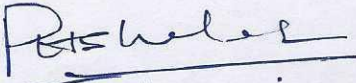
Matters of Appeal :

- Any system in place in college
- Any academic matter
- Fines and administrative policies and procedures
- Disputes over paper correction and grades
- Course requirements
- Faculty and staff conduct
- Infrastructure related matter
- Misbehavior and injustice by teaching and non-teaching staff
- Disputes amongst the students
- Any other issue pertaining the students

Before approaching the committee students must take the efforts to resolve the problems informally amongst themselves. A Student Representative (Ombudsman) will assist the students in presenting their case along with the guidance of the members of the committee as well. The deadlines for filing any kind of a grievance is the last day of the concerned semester, post the semester during which the incident has occurred. Decisions made by the Cell are not appealable.

Any student who wishes to file a grievance can contact the chairperson of College Grievance Redressal Cell (CGRC) in college office during college working hours.




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COLLEGE OF COMMERCE SCIENCE & INFORMATION TECHNOLOGY**

(AFFILIATED TO UNIVERSITY OF MUMBAI)

JES Education Complex, Caves Road, Arvind Gandbhir Campus, Jogeshwari (East), Mumbai - 400 060.
Tel : 022 2824 5527 / 83568 67783 | Email : jescollegecom@gmail.com | Web : jescollege.edu.in

COLLEGE GREIVANCE REDRESSAL CELL

Objectives:

1. Institution should be able to receive and dispose of the grievances.
2. Institute should be ensure awareness of the establishment of Grievance Redressal Mechanism.
3. All grievances should be solved at College level only then it will be considered that the Grievance Cell is working properly.



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Composition of College Grievance Redressal Cell

- a) Principal of the College – Chairperson;
- b) Three Senior Members of the teaching faculty to be nominated by the Principal – Members;
- c) A Representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- (ii) The term of the members and the Special Invitee shall be two years.
- (iii) The quorum for the meeting including the Chairperson, but excluding the Special Invitee, shall be three.
- (iv) In considering the grievances before it, the CGRC shall follow principles of natural justice.
- (v) The CGRC shall send its report with recommendations, if any, to the Vice Chancellor of the affiliating University and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

College Grievance Redressal Cell

Sr. No.	Name	Designation	Position
1	Dr. (Mr.) Prashant Shelar	Principal	Chairman
2	Asst. Prof. Radhika Rao	Assistant Professor	Convener
3	Asst. Prof. Vaishali Trivedi	Assistant Professor	Member
4	Asst. Prof. Neha Kothari	Assistant Professor	Member
5	Payal Satunda	Student	Member

Source: University Grants Commission (Grievance Redressal of Students) Regulations, 2018

https://www.ugc.ac.in/pdfnews/1406982_Public-Notice-on-Grievance-redressal.pdf



Prashant Shelar

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GRIEVANCE REDRESSAL MECHANISM:

College has formed all the committees that are required to address the grievances received from the students. The students are encouraged to report their grievances without any fear of being victimized. So that a harmonious educational atmosphere is maintained in the college.

Mechanism

JES college has constituted a Grievance and Redressal Cell as per UGC Grievance Redressal regulation.

This cell works towards resolving the complaints lodged by any student, teaching and non-teaching staff. The Grievance Redressal Cell (GRC) is also empowered to investigate the matters of harassment. Anyone with a genuine grievance may approach to the principal or members of GRC. In case the student is unwilling to appear in person, written grievance may be dropped in the 'Grievance Box' situated in the corridor area of the college on second floor. Grievance Form is available in the college office and is also uploaded on the college website.

College has requested students to note that making a complaint is serious and therefore, they are to use this power in a responsible manner. At the same time, the college assures students that once a complaint is made, it will be treated with sensitivity and confidentiality.

The college has constituted Internal Complaint Committee, Grievance Redressal cell, Anti-Ragging cell, Anti-Discrimination cell, Right to Information cell. The Anti Ragging cell conduct surprise visit to the classes in the campus to check the possibility of ragging. There are no registered or reported cases with our institution for sexual harassment. However, our own institution conducts lectures by professionals every year to create awareness amongst the students. The college has displayed posters at prominent places at the college entrance and on notice board as the zero-tolerance policy.

A student representative (Ombudsman) must assist the students in presenting their case along with the guidance of the members of the committee members. Committee also must counsel the students whenever required to resolve their grievances and give recommendations for the concern matter.

The committee must resolve the grievance of the complainant student within seven working days. A register is maintained where all the details of grievances received and resolved is recorded. An opportunity of hearing is given to all the concerned parties and principles of natural justice are followed. Students at the college are advised to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

Steps are taken to see that students must refrain from inciting students against other students, teachers and college administration. They should uphold the dignity of the College by ensuring strife free atmosphere in the college through promoting cordial student-student relationship and student-teacher relationship.



COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

GRIEVANCE FORM

First Name _____ Middle Name _____ Last Name _____
Course _____ Semester _____ Class _____ Division _____ Roll No. _____
PRN No. _____ Student Id _____ Mobile No _____
Email-Id _____ Date of Event occurred _____

Residential Address _____

Name of Teacher/s/Officer/s/Staff/Section/s/Departments against whom the complaint is to be lodged _____

Nature of grievance/s in which redressal is sought (Write):-

Declaration of Student/Complainant I/We hereby declare that the above information furnished by me/us is true to the best of my/our knowledge. In case if it is turned false I/We am/are personally responsible for the punishment.

Date: _____

Place: _____

Signature of Complainant _____

Note: -

1. Attach the supporting documents, if any.
2. No incomplete / Anonymous Grievance will be entertained.
3. Complete form must be dropped in the Marked "Grievance Box"
4. The complainant will be called for inquiry in front of the CGRC Committee.





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Grievance Policy

A. UNIVERSITY GRANTS COMMISSION (REDRESSAL OF GRIEVANCES OF STUDENTS) REGULATIONS, 2023

1. SHORT TITLE, APPLICATION, AND COMMENCEMENT:

- (a) The regulations applicable are 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 Gazetted dated 11th April, 2023.

2. OBJECTIVE

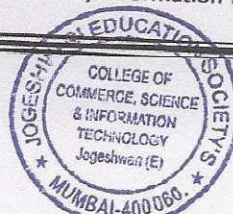
To provide opportunities for redressal of certain grievances of students already enrolled in the institution.

3. DEFINITION:

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

(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

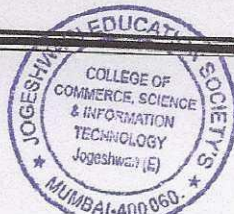


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misleading, and not based on facts;

- 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.



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B. GRIEVANCE REDRESSAL MECHANISM:

College has formed all the committees that are required to address the grievances received from the students. The students are encouraged to report their grievances without any fear of being victimized. So that a harmonious educational atmosphere is maintained in the college.

Mechanism

JES college has constituted a Grievance and Redressal Cell as per UGC Grievance Redressal regulation.

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P. S. Shinde

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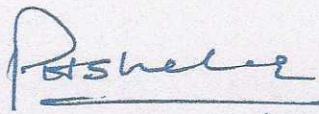
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Caves Road, Jogeshwari (E), Mumbai-400 060.

C.ROLE AND FUNCTIONS OF COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

The CGRC shall exercise the following role and perform the following functions namely:

- To receive the applications of the students, teaching and non – teaching staff and process them further.
- To attend to all the applications relating to the grievances.
- To hear all the concerned parties and settle grievances as early as possible.
- To counsel the students and faculty whenever necessary to resolve their grievances.
- The CGRC shall not discuss any subjective grievances.
- It shall make efforts to settle the disputes amicably.
- To prepare and submit the recommendations relating to the redressal of grievances.
- To consider and submit recommendations and suggestions in respect of reforms in the working of various sections/units/departments/cells of the College/Institution relating to the redressal of grievances.
- To prepare Minutes and Action Taken Report of the meeting of CGRC and submit it to the Director, Students' Development, University of Mumbai.
- To prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai.




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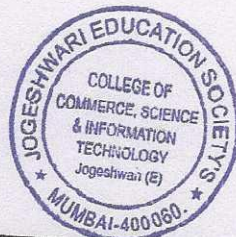
D. COMPOSITION OF COLLEGE GRIEVANCE REDRESSAL CELL

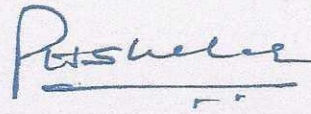
(ACADEMIC YEAR – 2023 -2024)

- a) Principal of the college- Chairperson.
- b) Two Senior Members of the teaching faculty to be nominated by the principal- Members.
- c) A Representative from among students at the college to be nominated by the
 - (i) Principal based on academic merit/excellence in sports/performance in co-curricular activities- Special Invitee.
 - (ii) The term of the members and the Special Invitee shall be two years.
 - (iii) The quorum for the meeting including the Chairperson, but excluding the Special Invitee, shall be three.
 - (iv) In considering the grievances before it, the CGRC shall follow principles of natural justice.
 - (v) The CGRC shall send its report with recommendations, if any, to the Vice- Chancellor of the affiliating University and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the compliant.

College Grievance Redressal Cell

Sr. No.	Name of the Faculty	Designation	Position
1.	Dr. Prashant Shelar	Principal	Chairman
1.	Mrs. Radhika Rao	Assistant Professor, Supervisor.	Convener
2.	Ms. Vaishali Trivedi	Assistant Professor	Member
3.	Ms. Payal Satunda	Student	Student
4.	Mr. Kiran Kamat	Jt. Hon. Secretary	Management Representative
5.	Ms. Riddhi Parikh	Assistant Professor of Law	Member/ Grievance Redressal Officer




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JES College of Commerce Science & Information Technology

RULES / PROCEDURES OF CGRC

- The committee will deal with all the genuine grievances of learners, teaching and non teaching staff of the college.
- The grievance box will be opened every Saturday and on receipt of grievance the meeting of the committee will be called.
- The grievance can be submitted either in grievance form or written application can be made.
- The Grievance form is available with Ms. Jasmin Jadhav in college office.
- A box marked 'Grievance Box' is placed on the second floor (outside the staff room).
- Any Complainant can put in their case/concern with personal details in the grievance box. Confidentiality and privacy will be maintained.

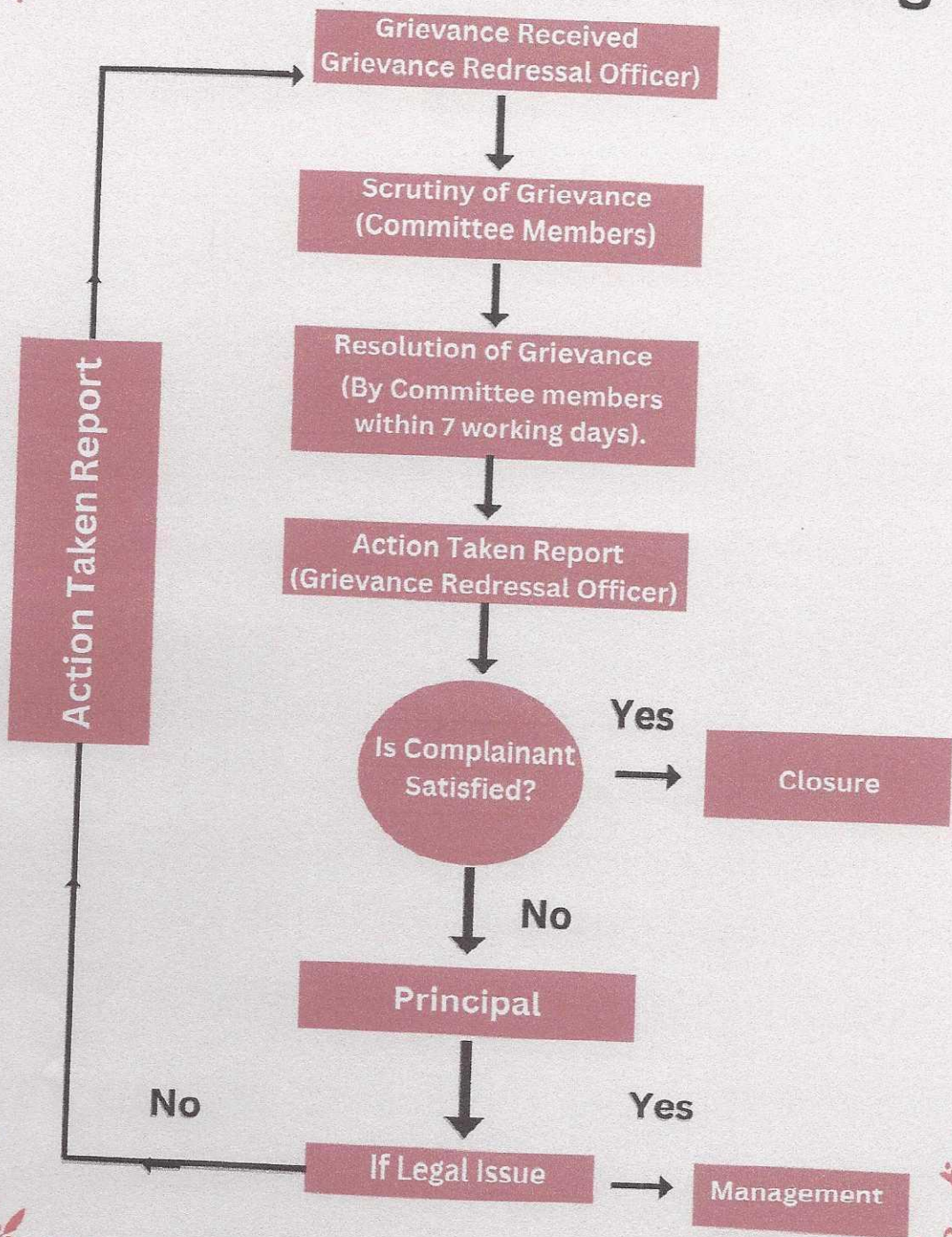


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Steps of Grievances Handling



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COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

GRIEVANCE FORM

First Name _____ Middle Name _____ Last Name _____
Course _____ Semester _____
Class _____ Division _____ Roll No. _____ PRN No. _____ Student Id _____ Mobile No _____

Email-Id _____ Date of Event occurred _____

Residential Address _____

Name of Teacher/s/Officer/s/Staff/Section/s/Departments against whom the complaint is to be lodged _____

Nature of grievance/s in which redressal is sought (Write):-

Declaration of Student/Complainant I/We hereby declare that the above information furnished by me/us is true to the best of my/our knowledge. In case if it is turned false I/We am/are personally responsible for the punishment.

Date:

Place:

Note: -

Signature of Complainant

1. Attach the supporting documents, if any.
2. No incomplete / Anonymous Grievance will be entertained.
3. Complete form must be dropped in the Marked "Grievance Box"
4. The complainant will be called for inquiry in front of the CGRC Committee.



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भारत का राजपत्र The Gazette of India

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असाधारण
EXTRAORDINARY

भाग III—खण्ड 4
PART III—Section 4

प्राधिकार से प्रकाशित
PUBLISHED BY AUTHORITY

सं. 233]
No. 233]

नई दिल्ली, मंगलवार, अप्रैल 11, 2023/चैत्र 21, 1945
NEW DELHI, TUESDAY, APRIL 11, 2023/CHAITRA 21, 1945

विश्वविद्यालय अनुदान आयोग

अधिसूचना

नई दिल्ली, 11 अप्रैल, 2023

विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023

F.1-13/2022(CPP-II).—विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) की धारा 26 की उप-धारा (1) के खंड (छ) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए और विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2019 के अधिक्रमण में, विश्वविद्यालय अनुदान आयोग एतद्वारा निम्नलिखित नियम बनाता है, नामतः:-

1. संक्षिप्त नाम, विनियोग और प्रारंभ:

- (क) इन विनियमों को विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023 कहा जाएगा।
- (ख) वे ऐसे सभी उच्चतर शिक्षा संस्थानों पर लागू होंगे, जिन्हें किसी केंद्रीय अधिनियम अथवा राज्य अधिनियम के तहत स्थापित या निगमित गया हो और विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 2 के खंड (च) के तहत मान्यता-प्राप्त सभी उच्चतर शिक्षा संस्थानों तथा ऐसे सभी सम विश्वविद्यालय संस्थानों पर लागू होंगे जिन्हें तत्संबंध की धारा 3 के तहत विश्वविद्यालय घोषित किया गया हो।

(ग) वे शासकीय राजपत्र में उनके प्रकाशन होने की तिथि से प्रभावी होंगे।

2. उद्देश्य:

किसी संस्थान में पहले से ही नामांकित छात्रों और साथ ही ऐसे संस्थानों में प्रवेश के इच्छुक छात्रों की कतिपय शिकायतों के निवारण के लिए अवसर प्रदान करना और उसके लिए एक तंत्र स्थापित करना।

3. परिभाषा:

(1) जब तक कि इन विनियमों के संदर्भ में अन्यथा अपेक्षित न हो -

- (क) "अधिनियम" का अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) से है;
- (ख) "पीडित छात्र" से अभिप्राय किसी ऐसे छात्र से है जिसे इन विनियमों के तहत परिभाषित शिकायतों के संबंध में किसी मामले अथवा तत्संबंधी किसी मामले में कोई शिकायत हो।
- (ग) "महाविद्यालय" से अभिप्राय अधिनियम की धारा 12ए की उपधारा (1) के खंड (ख) में इस प्रकार से परिभाषित किसी संस्थान से है।
- (घ) "आयोग" से अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 4 के तहत स्थापित विश्वविद्यालय अनुदान आयोग से है।
- (ङ) "घोषित प्रवेश नीति" का अभिप्राय संस्थान द्वारा प्रस्तुत किए जा रहे किसी पाठ्यक्रम या अध्ययन कार्यक्रम में प्रवेश के लिए संस्थान की विवरणिका में प्रकाशित की गई किसी ऐसी नीति से है, जिसमें उसके अंतर्गत आने वाली प्रक्रियाएं भी शामिल हैं।
- (च) "शिकायत" का अभिप्राय, और इसमें निम्नवत् के संबंध में किसी पीडित छात्र द्वारा की गई शिकायत (शिकायतें) शामिल हैं, नामतः:
 - i. संस्थान की घोषित प्रवेश नीति के अनुरूप निर्धारित की गई योग्यता के विपरीत प्रवेश दिया जाना;
 - ii. संस्थान की घोषित प्रवेश नीति के तहत प्रक्रिया में अनियमितताएं;
 - iii. संस्थान की घोषित प्रवेश नीति के अनुरूप प्रवेश देने से इंकार किया जाना;
 - iv. इन विनियमों के उपबंधों के अनुरूप, संस्थान द्वारा विवरणिका का प्रकाशन न किया जाना;
 - v. संस्थान द्वारा विवरणिका में ऐसी कोई जानकारी देना जोकि झूठी या भ्रामक हो और तथ्यों पर आधारित न हो;
 - vi. किसी छात्र द्वारा ऐसे संस्थान में प्रवेश लेने के प्रयोजन से जमा किए गए किसी दस्तावेज जोकि उपाधि, डिप्लोमा या किसी अन्य पुरस्कार के रूप में हो, उसको अपने पास रख लेना या वापस करने से इंकार करना ताकि ऐसे किसी पाठ्यक्रम या अध्ययन कार्यक्रम के संबंध में छात्र को किसी शुल्क अथवा शुल्कों का भुगतान करने हेतु तैयार किया जा सके अथवा मजबूर किया जा सके जिसमें छात्र अध्ययन नहीं करना चाहता हो;
 - vii. संस्थान की घोषित प्रवेश नीति में निर्धारित राशि से अधिक धनराशि की मांग करना।
 - viii. छात्रों की विभिन्न श्रेणियों के लिए प्रवेश में सीटों के आरक्षण के संबंध में वर्तमान में लागू किसी कानून का संस्थान द्वारा उल्लंघन किया जाना;

- ix. ऐसे किसी संस्थान की घोषित प्रवेश नीति के तहत अथवा आयोग द्वारा विहित किन्हीं शर्तों, यदि कोई हो तो, के तहत किसी भी छात्र हेतु ग्राह्य छात्रवृत्ति या वित्तीय सहायता का भुगतान नहीं किया जाना अथवा विलम्ब से भुगतान किया जाना;
 - x. संस्थान के शैक्षणिक कैलेंडर में अथवा आयोग द्वारा विहित ऐसे किसी कैलेंडर में विनिर्दिष्ट अनुसूची से इतर परीक्षाओं के आयोजन में अथवा परीक्षा के परिणामों की घोषणा में विलम्ब करना;
 - xi. विवरणिका में यथा उल्लिखित अथवा संस्थान द्वारा लागू किसी कानून के किसी उपबंध के तहत यथा अपेक्षित छात्रों की सुविधा प्रदान करने में संस्थान द्वारा विफल रहना;
 - xii. छात्रों के मूल्यांकन के लिए संस्थान द्वारा अपनाई गई गैर-पारदर्शी अथवा अनुचित पद्धतियां;
 - xiii. ऐसे किसी छात्र को शुल्क के प्रतिदाय में विलंब करना, अथवा इंकार करना जो कि विवरणिका में उल्लिखित समय के भीतर, बशर्ते यह समय-समय पर आयोग द्वारा जारी दिशा-निर्देशों के अधीन हो, नामांकन वापस लेता है;
 - xiv. अनुसूचित जाति, अनुसूचित जनजाति, अन्य पिछड़ा वर्ग, महिला, अल्पसंख्यक अथवा दिव्यांग श्रेणियों के छात्रों से कथित भेदभाव की शिकायत;
 - xv. प्रवेश दिए जाने के समय जैसा भरोसा दिलाया गया था अथवा प्रदान किया जाना अपेक्षित था के अनुरूप गुणवत्तापूर्ण शिक्षा प्रदान नहीं किया जाना;
 - xvi. छात्र के उत्पीड़न के अन्य मामलों के अलावा जिन पर वर्तमान में लागू किसी कानून के दंडात्मक उपबंधों के तहत कार्रवाई की जानी हो, छात्र का उत्पीड़न किया जाना अथवा उसे निशाना बनाया जाना।
 - xvii. संस्थान के कानूनों, अध्यादेशों, नियमों, विनियमों, या दिशा-निर्देशों के विपरीत कोई कार्रवाई किया जाना अथवा शुरू किया जाना; तथा
 - xviii. आयोग और/अथवा संबंधित नियामक निकाय द्वारा बनाए गए/जारी किए गए नियमों और/या दिशा-निर्देशों के विपरीत कोई भी कार्रवाई किया जाना अथवा शुरू किया जाना।
- (छ) "संस्थान" से तात्पर्य विश्वविद्यालय से है जो विश्वविद्यालय अनुदान आयोग अधिनियम की धारा 2 की उप-धारा (एफ) में परिभाषित है, एक संस्थान जिसे अधिनियम 3 के तहत विश्वविद्यालय माना गया है और विश्वविद्यालय अनुदान आयोग अधिनियम 1956 की धारा 12ए (1) (बी) में परिभाषित एक महाविद्यालय से है।
- (ज) "लोकपाल" का अभिप्राय इन विनियमों के तहत नियुक्त लोकपाल से है।
- (झ) "विवरणिका" का अभिप्राय और इसमें ऐसा कोई प्रकाशन शामिल है, चाहे वह मुद्रित स्वरूप में अथवा अन्यथा हो, जिसे जनसाधारण (जिसमें ऐसे संस्थान में प्रवेश पाने के इच्छुकों सहित) को एक संस्था से संबंधित निष्पक्ष और पारदर्शी जानकारी प्रदान करने के लिए ऐसे संस्थान अथवा किसी प्राधिकरण अथवा ऐसे संस्थान द्वारा ऐसा करने के लिए प्राधिकृत किए गए किसी व्यक्ति द्वारा जारी किया गया हो;
- (ग) "छात्र" से अभिप्राय किसी ऐसे संस्थान जिसमें यह विनियम लागू होते हैं, में किसी भी माध्यम से अर्थात् औपचारिक/मुक्त और दूरस्थ शिक्षा (ओडीएल)/ऑनलाइन से नामांकित किसी व्यक्ति अथवा नामांकित होने के लिए प्रवेश प्राप्ति के इच्छुक से हैं;

(ट) "छात्र शिकायत निवारण समिति (एसजीआरसी)" का अभिप्राय एक संस्थान के स्तर पर इन विनियमों के तहत गठित एक समिति से है; तथा

(ठ) "विश्वविद्यालय" से अभिप्राय अधिनियम की धारा 2 की खंड (च) में यथा परिभाषित किसी विश्वविद्यालय से है अथवा जहाँ संदर्भ के अनुसार, तत्संबंध की धारा 3 के तहत इस प्रकार घोषित कोई सम विश्वविद्यालय संस्थान से है।

(2) इन विनियमों में प्रयुक्त और परिभाषित नहीं किए गए लेकिन विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 में परिभाषित शब्दों और अभिव्यक्तियों के वही अर्थ होंगे जो क्रमशः अधिनियम में उनके लिए निर्धारित किए गए हैं।

4. विवरणिका का अनिवार्य प्रकाशन, इसकी विषयवस्तु तथा मूल्य निर्धारण

(1) प्रत्येक संस्थान, अपने पाठ्यक्रम या अध्ययन के किसी भी कार्यक्रम में प्रवेश आरंभ करने की तिथि से कम से कम साठ दिन की समाप्ति से पूर्व अपनी वेबसाइट पर एक विवरणिका प्रकाशित और/अथवा अपलोड करेगा, जिसमें इस तरह के संस्थान में प्रवेश लेने के इच्छुक व्यक्तियों और आम जनता की जानकारी के लिए निम्नवत् जानकारी अंतर्विष्ट होगी, यथा:

- (क) प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के लिए, शिक्षण के घंटों, व्यावहारिक सत्रों और अन्य कार्य के साथ-साथ अध्ययन के कार्यक्रमों और पाठ्यक्रमों की सूची सहित उपयुक्त सांविधिक प्राधिकरण अथवा संस्थान, जैसा भी मामला हो, द्वारा विनिर्दिष्ट पाठ्यक्रम की व्यापक रूपरेखा:
- (ख) जिस शिक्षा वर्ष हेतु प्रवेश दिए जाने का प्रस्ताव हो, उसके प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के संबंध में उपयुक्त सांविधिक प्राधिकरण द्वारा अनुमोदित सीटों की संख्या;
- (ग) संस्थान द्वारा विनिर्दिष्ट किसी विशेष पाठ्यक्रम अथवा अध्ययन कार्यक्रम में छात्र के रूप में प्रवेश के लिए व्यक्तियों की न्यूनतम और अधिकतम आयु सीमा सहित शैक्षिक योग्यता और पात्रता की शर्तें:
- (घ) इस प्रकार के प्रवेश के लिए आवेदन करने वाले योग्य उम्मीदवारों के चयन की प्रक्रिया, जिसमें प्रत्येक पाठ्यक्रम अथवा अध्ययन कार्यक्रम में प्रवेश के लिए ऐसे अभ्यर्थियों के चयन के लिए परीक्षा या इस्तहान के विवरण के संबंध में सभी संगत जानकारी और प्रवेश परीक्षा के लिए निर्धारित शुल्क की राशि शामिल है;
- (ङ) किसी पाठ्यक्रम या अध्ययन कार्यक्रम में अध्ययन करने के लिए ऐसे संस्थान में भर्ती किए गए छात्रों द्वारा देय शुल्क, जमा राशियों और अन्य प्रभारों के प्रत्येक घटक और ऐसे भुगतानों की अन्य निबंधन और शर्तें:
- (च) शास्ति लगाए जाने और संग्रहण किए जाने हेतु नियम/विनियम, विनिर्दिष्ट शीर्ष अथवा श्रेणियां, लगाए जाने वाली शास्ति की न्यूनतम और अधिकतम राशि;
- (छ) ऐसे संस्थानों में दाखिला लेने वाले छात्रों द्वारा यदि पाठ्यक्रम या अध्ययन कार्यक्रम के पूरा होने से पहले अथवा के बाद दाखिला छोड़ दिया जाता है तो छात्रोंको प्रतिदाय किए जाने वाले शिक्षण शुल्क और अन्य प्रभारों का प्रतिशत जमा राशि का प्रतिशत, जिसके भीतर तथा पद्धति जिसमें छात्रोंको ऐसा प्रतिदाय किया जाएगा;
- (ज) उनकी शैक्षिक योग्यता शिक्षण संकाय का विवरण, उनकी नियुक्ति का स्वरूप (नियमित/अभ्यागत/अतिथि) और उसके प्रत्येक सदस्य के शिक्षण अनुभव के साथ;
- (झ) भौतिक और शैक्षणिक बुनियादी ढांचे और छात्रावास तथा इसके शुल्क, पुस्तकालय, चिकित्सालय अथवा उद्योग, जहां छात्रोंको व्यावहारिक प्रशिक्षण दिया जाना हो, सहित अन्य सुविधाओं के संबंध में जानकारी और विशेषरूप से छात्रों द्वारा संस्थान में प्रवेश प्राप्त करने पर प्राप्त होने वाली सुविधाओं का ब्यौरा अंतर्विष्ट हो;

(ज) संस्थान के परिसर के भीतर अथवा बाहर छात्रों द्वारा अनुशासन बनाए रखने के संबंध में सभी संगत निदेश और विशेषरूप से किसी छात्र अथवा छात्रों की रैगिंग निषिद्ध करने संबंधी ऐसे अनुशासन को बनाए रखने और उनका उल्लंघन किए जाने के परिणामों और संगत सांविधिक विनियामक प्राधिकरण द्वारा इस संबंध में तैयार किए गए किसी विनियम के उपबंधों का उल्लंघन किए जाने के परिणामों का ब्योरा अंतर्विष्ट होगा; तथा

(ट) आयोग द्वारा यथा विनिर्दिष्ट कोई अन्य जानकारी:

वर्षों प्रत्येक संस्थान इस विनियम के खंड (क) से (ट) में उल्लिखित जानकारी को अपनी वेबसाइट पर प्रकाशित/अपलोड करेगा और विभिन्न समाचार-पत्रों और अन्य मीडिया के माध्यम से प्रमुखता से प्रदर्शित करते हुए विज्ञापनों के माध्यम से इच्छुक छात्रों और आम जनता का ध्यान वेबसाइट पर इस तरह के प्रकाशन की ओर दिलाया जाएगा।

2. प्रत्येक संस्थान अपनी विवरणिका की प्रत्येक मुद्रित प्रति का मूल्य निर्धारित करेगा, जोकि विवरणिका के प्रकाशन और वितरण की उचित लागत से अधिक नहीं होगी और विवरणिका के प्रकाशन, वितरण या विक्री से कोई लाभ अर्जित नहीं किया जायेगा।

5. छात्र शिकायत निवारण समितियां (एसजीआरसी)

(i) संस्थान से संबंधित किसी पीड़ित छात्र की किसी भी शिकायत छात्र शिकायत निवारण समिति (एसजीआरसी) के अध्यक्ष को संबोधित की जाएगी।

(ii) प्रत्येक संस्थान छात्रों की शिकायतों पर विचार करने के लिए निम्नलिखित संरचना के साथ उतनी संख्या में छात्रों की शिकायत निवारण समितियों (एसजीआरसी) का गठन करेगा, जितने कि आवश्यकता हो सकती है, नमात:

क) एक प्रोफेसर – अध्यक्ष

ख) संस्थान के चार प्रोफेसर/वरिष्ठ संकाय सदस्य- सदस्य के रूप में।

ग) शैक्षिक योग्यता/खेल-कूद में उत्कृष्टता/सह-पाठ्यचर्या गतिविधियों में प्रदर्शन के आधार पर नामित किए जाने वाले छात्रों में से एक प्रतिनिधि- विशेष आमंत्रित।

घ) अध्यक्ष अथवा कम से कम एक सदस्य का महिला होना चाहिए तथा कम से कम एक सदस्य अथवा अध्यक्ष अनुसूचित जाति/अनुसूचित जनजाति/अन्य पिछड़ा वर्ग से होना चाहिए।

ङ) अध्यक्ष और सदस्यों का कार्यकाल दो वर्ष की अवधि के लिए होगा।

च) विशेष आमंत्रित सदस्य का कार्यकाल एक वर्ष का होगा।

छ) बैठक के लिए गणपूर्ति अध्यक्ष सहित लेकिन विशेष आमंत्रित व्यक्ति को छोड़ कर तीन का होगा।

ज) एसजीआरसी अपने समक्ष आने वाली शिकायतों पर विचार करते हुए नैसर्गिक न्याय के सिद्धांतों का पालन करेगा।

झ) एसजीआरसी अपनी रिपोर्ट सिफारिशों के साथ, यदि कोई हो, संबंधित संस्था के सक्षम प्राधिकारी को भेजेगा और उसकी एक प्रति पीड़ित छात्र को, अभिमाननतः शिनामन प्राप्त होने की तारीख से 15 कार्य दिवसों की अवधि के अंदर भेजेगा।

ञ) छात्रों की शिकायत निवारण समिति के निर्णय से पीड़ित कोई भी छात्र इस प्रकार के निर्णय की प्राप्ति की तारीख से पंद्रह दिनों की अवधि के भीतर लोकपाल के समक्ष अपील कर सकता है।

6. लोकपाल की नियुक्ति, सेवाकाल, पद से हटाया जाना और सेवा की शर्तें:

(i) प्रत्येक विश्वविद्यालय इन विनियमों के तहत विश्वविद्यालय के छात्रों और महाविद्यालय/विश्वविद्यालय से जुड़े संस्थानों के छात्रों की शिकायतों के समाधान के लिए लोकपाल की नियुक्ति करेगा।

- (ii) एसजीआरसी के निर्णयों के विरुद्ध की गई अपीलों को सुनने और उन पर निर्णय लेने के लिए लोकपाल के रूप में नामित एक या अधिक अंशकालिक पदाधिकारी होंगे।
- (iii) लोकपाल सेवानिवृत्त कुलपति या सेवानिवृत्त प्रोफेसर (जिन्होंने अधिष्ठाता (डीन)/विभाग प्रमुख के रूप में काम किया हो) होंगे और उनके पास राज्य/केंद्रीय विश्वविद्यालयों/राष्ट्रीय महत्व के संस्थानों/सम विश्वविद्यालयों या पूर्व जिले में न्यायाधीश के रूप में 10 वर्ष का अनुभव रहा हो।
- (iv) लोकपालनियुक्ति के समय, नियुक्ति से पहले एक वर्ष के दौरान या लोकपाल के रूप में अपने कार्यकाल के दौरान, संस्थान के साथ हितों के टकराव में नहीं होंगे जहाँ उनके व्यक्तिगत संबंध, पेशेवर संबंधता या वित्तीय हित समझौता कर सकते हैं या उचित रूप से संस्थान के प्रति निर्णय की स्वतंत्रता से समझौता करने के लिए प्रतीत हो सकते हैं।
- (v) लोकपाल को पद ग्रहण करने की तिथि से तीन वर्ष की अवधि के लिए अथवा 70 वर्ष की आयु प्राप्त करने तक, इनमें से जो भी पहले हो, के लिए नियुक्त किया जाएगा और एक और कार्यकाल के लिए पुनर्नियुक्ति के लिए पात्र होगा।
- (vi) सुनवाई का संचालन करने के लिए लोकपाल को संबंधित विश्वविद्यालय द्वारा निर्धारित नियमों के अनुसार प्रति दिन प्रति बैठक के अधार पर शुल्क का भुगतान किया जाएगा और इसके अतिरिक्त, वे यात्रा पर किए गए व्यय की प्रतिपूर्ति के लिए पात्र होंगे।
- (vii) कदाचार या दुर्व्यवहार के सिद्ध आरोपों पर विश्वविद्यालय लोकपाल को पद से हटा सकता है।
- (viii) लोकपाल को हटाने का कोई भी आदेश तब तक नहीं दिया जाएगा जब तक कि इस संबंध में किसी ऐसे व्यक्ति द्वारा जांच नहीं कर ली जाती है, जो उच्च न्यायालय के सेवानिवृत्त न्यायाधीश के पद से नीचे के पद का व्यक्ति ना हो, और जिसमें लोकपाल को सुनवाई का उचित अवसर दिया गया हो।

7. लोकपाल के कार्यकरण:

- (i) लोकपाल, छात्र द्वारा इन विनियमों के तहत उपबंधित सभी विकल्पों को अपनाने के पश्चात् ही पीडित छात्र की अपील की सुनवाई करेंगे।
- (ii) यद्यपि, परीक्षा के संचालन में अथवा मूल्यांकन की प्रक्रिया में गड़बड़ी के मुद्दों को लोकपाल को संदर्भित किया जा सकता है, तथापि, लोकपाल द्वारा उत्तर पुस्तिकाओं के पुनर्मूल्यांकन अथवा अंको को पुनः योग करने हेतु कोई अपील अथवा आवेदन पर लोकपाल द्वारा सुनवाई नहीं की जाएगी, जब तक कि भेदभाव की किसी विशिष्ट घटना के परिणामों को प्रभावित करने वाली किसी विशिष्ट अनियमितता को इंगित नहीं किया जाता है।
- (iii) लोकपाल, कथित रूप से किए गए भेदभाव की शिकायतों की सुनवाई करने के लिए न्याय मित्र के रूप में किसी भी व्यक्ति की सहायता प्राप्त कर सकता है।
- (iv) लोकपाल पीडित छात्र (छात्रों) से अपील प्राप्त होने के 30 दिनों के भीतर शिकायतों का समाधान करने के लिए सभी प्रयास करेंगे।

8. लोकपाल तथा छात्र शिकायत निवारण समितियों द्वारा शिकायतों के निवारण हेतु प्रक्रिया

- (i) प्रत्येक संस्थान, इस अधिसूचना के जारी होने की तिथि से तीन माह की अवधि के भीतर एक ऑनलाइन पोर्टल तैयार करेगा, जहाँ कोई भी पीडित छात्र अपनी शिकायत के निवारण के लिए आवेदन कर सकता है।

- (ii) ऑनलाइन शिकायत प्राप्त होने पर संस्थान, ऑनलाइन शिकायत की प्राप्ति के 15 दिनों के भीतर अपनी टिप्पणियों सहित शिकायत को उपर्युक्त छात्र शिकायत निवारण समिति को भेजेगा।
- (iii) छात्र शिकायत समिति, जैसा भी मामला हो, शिकायत की सुनवाई के लिए एक तिथि निर्धारित करेगी जिसकी जानकारी संस्थान और पीड़ित छात्र को दी जाएगी।
- (iv) पीड़ित छात्र या तो व्यक्तिगत रूप से पेश हो सकता है अथवा अपना पक्ष रखने के लिए अपने किसी प्रतिनिधि को अधिकृत कर सकता है।
- (v) छात्र शिकायत निवारण समिति द्वारा समाधान नहीं की गई शिकायतों को इन विनियमों में उपबंधित समयावधि के भीतर लोकपाल को भेजा जाएगा।
- (vi) संस्थान, शिकायतों के शीघ्र निपटान हेतु लोकपाल अथवा छात्र शिकायत निवारण समिति (समितियों), जैसा भी मामला हो, का सहयोग करेंगे।
- (vii) लोकपाल, संबंधित पक्षों को सुनवाई का उचित अवसर देने के बाद, कार्यवाही के समापन पर, तत्संबंधी कारणों के साथ, इस प्रकार का आदेश पारित करेगा, जैसा कि शिकायत के निवारण के लिए उपयुक्त समझा जा सकता है और ऐसी राहत प्रदान कर सकता है जो पीड़ित छात्र के लिए उपयुक्त हो सकती है।
- (viii) संस्थान के साथ ही साथ पीड़ित छात्र को लोकपाल के हस्ताक्षर के तहत जारी की गई आदेश की प्रतियां उपलब्ध कराई जाएंगी।
- (ix) संस्थान, लोकपाल की सिफारिशों का अनुपालन करेगा।
- (x) जहां शिकायत झूठी या तुच्छ पाई जाती है उस स्थिति में लोकपाल शिकायतकर्ता के विरुद्ध उपर्युक्त कार्रवाई किए जाने की सिफारिश कर सकता है।

9. लोकपाल और छात्र शिकायत निवारण समितियों के संबंध में जानकारी:

संस्थान अपनी वेबसाइट और अपनी विवरणिका में स्पष्ट रूप से इसके क्षेत्राधिकार में आने वाली छात्र शिकायत निवारण समिति (समितियों) तथा अपील किए जाने के प्रयोजनार्थ लोकपाल के संबंध में सभी संगत जानकारियां उपलब्ध कराएगा।

10. अनुपालन नहीं किए जाने के परिणाम

आयोग, किसी भी संस्थान के संबंध में, जो जानबूझकर इन विनियमों का उल्लंघन करते हैं अथवा बार-बार लोकपाल या छात्र शिकायत निवारण समितियों की सिफारिश का पालन करने में विफल रहते हैं, जैसा भी मामला हो, जब तक संस्थान आयोग की संतुष्टि तक इन विनियमों का अनुपालन नहीं करता है, तब तक संस्थान के विरुद्ध निम्नवत् एक या एक से अधिक कार्यवाहियां की जा सकती हैं,

- क) अधिनियम की धारा 12बी के तहत अनुदान प्राप्त करने के लिए उपयुक्तता की घोषणा को वापस लेना;
- ख) संस्थान को आवंटित किसी अनुदान को लेना या खर्च करना;
- ग) आयोग के किसी भी सामान्य अथवा विशेष सहायता कार्यक्रम के तहत किसी भी सहायता को प्राप्त करने हेतु विचार किए जाने के लिए संस्थान को अयोग्य घोषित करना;
- घ) संस्थान को एक निर्दिष्ट अवधि के लिए ऑनलाइन/मुक्त और दूरस्थ शिक्षा माध्यम से पाठ्यक्रम की पेशकश करने के लिए अयोग्य घोषित करना;
- ङ) ऑनलाइन/ मुक्त और दूरस्थ शिक्षा माध्यम से पाठ्यक्रमों की पेशकश करने की स्वीकृति को वापस लेना/रोकना/निलंबित करना;

- च) उपयुक्त मीडिया में प्रमुखता से प्रदर्शित कर और आयोग की वेबसाइट पर पोस्ट कर प्रवेश हेतु संभावित अभ्यर्थियों सहित जनसाधारण को सूचित करना तथा इस बाबत घोषणा करना कि संस्थान में शिकायतों के निवारण के लिए न्यूनतम मानक मौजूद नहीं हैं।;
- छ) महाविद्यालय के मामले में, संबद्धता को वापस लेने के लिए संबद्ध विश्वविद्यालय को सिफारिश करना;
- ज) सम विश्वविद्यालय संस्थान के मामले में ऐसी कार्रवाई करना, जो आवश्यक, उचित एवं उपयुक्त हो;
- झ) सम विश्वविद्यालय संस्थान के मामले में सम विश्वविद्यालय संस्थान के रूप में घोषणा को वापस लिए जाने के लिए, यदि आवश्यक हो तो, केंद्र सरकार को सिफारिश करना;
- ञ) राज्य अधिनियम के अंतर्गत स्थापित अथवा निर्गमित विश्वविद्यालय के मामले में राज्य सरकार को आवश्यक एवं उचित कार्रवाई करने की सिफारिश करना;
- ट) गैर अनुपालना के लिए संस्थान के प्रति ऐसी कार्रवाई करना जो आवश्यक एवं उपयुक्त समझी जाए।

बशर्ते इन विनियमों के अंतर्गत आयोग की ओर से कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति को स्पष्ट करने एवं उसके पक्ष को सुने जाने का अवसर नहीं दिया गया हो।

11. इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायत निवारण) विनियम, 2019 के प्रावधानों के अंतर्गत नियुक्त किसी पदधारी लोकपाल के कार्यकाल की अवधि के दौरान उसके पद पर बने रहने को प्रतिकूल रूप से प्रभावित नहीं करेगी; कार्यकाल समाप्त होने के पश्चात् लोकपाल की नियुक्ति विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) के विनियम, 2023 के अनुरूप की जाएगी।

प्रा. मनिष र. जोशी, सचिव

[विज्ञापन-III/4/असा./13/2023-24]

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:
- 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;
 - 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;
 - 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;
 - 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;
 - 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;
 - rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fines may be imposed;
 - 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;
 - 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;
 - 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;
 - 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
 - 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;

- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) declaring the institution ineligible to offer courses through Online/ODL mode for a specified period;
- (e) withdrawing / withholding / suspending the approval for offering courses through Online/ODL mode;
- (f) 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;
- (g) recommend to the affiliating University for withdrawal of affiliation, in case of a college;
- (h) take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;
- (i) recommend to the Central Government, if required, for withdrawal of declaration as institution deemed to be a University, in case of an institution deemed to be University;
- (j) recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
- (k) such other action as may be deemed necessary and appropriate against an institution for non-compliance.

Provided that no action shall be taken by the Commission under this regulation, unless the institution has been provided an opportunity of being heard to explain its position.

11. Nothing mentioned herein above in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Redress of Grievances of Students) Regulations, 2019; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

Prof. MANISH R. JOSHI, Secy.

[ADVT.-III/4/Exty./13/2023-24]



JOGESHWARI EDUCATION SOCIETY'S
COLLEGE OF COMMERCE SCIENCE & INFORMATION TECHNOLOGY
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Constitution of Women Development Cell

Below is a general idea of the composition of a Women Development Cell:

Chairperson: Usually, a senior faculty member or an administrator serves as the chairperson of the Women Development Cell.

Members: The cell typically comprises a diverse group of members, including:

- Faculty Members:** Representatives from various departments of the university.
 - Students:** Female students from different courses and years may be part of the cell.
 - Non-teaching Staff:** Female administrative and support staff.
 - Social Workers or Counselors:** Professionals who can provide guidance and support on women's issues.
 - Legal Experts:** In some cases, legal experts may be included to address legal matters related to gender discrimination or harassment.
 - Alumni:** Former students who can provide valuable insights and support.
 - External Experts:** Individuals or organizations with expertise in gender-related issues.
- Secretarial Support:** Administrative staff to manage the day-to-day operations of the cell.
- Advisor:** An experienced person, often a senior faculty member or an expert in gender studies, who provides guidance and mentorship to the cell.
- Resource Persons:** The cell may invite external resource persons to conduct workshops, seminars, and awareness programs related to women's development and empowerment.



R. Shela

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Objectives of Women Development Cell (WDC)

1. To etch a mark for themselves in male dominated patriarchal Indian society.
2. To help girls lead a balanced life without either depression or aggression
3. To emphasize upon the development of women in every sphere.
4. To organize events and activities for women empowerment.
5. To create an environment that will help women realize their full potential and give their best.
6. To encourage girls, take up a variety of careers as per their interest and caliber



P. S. Shelar

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Mission of Women Development Cell (WDC)

- ❖ To encourage female students to be self-reliant and economically independent.
 - ❖ To instil positive attitude and develop confidence in girls students to help them take timely, right decisions for themselves and for their families.
 - ❖ Spreading awareness among the students about the social, legal and constitutional rights of women in order to stop gender-based exploitation.
 - ❖ Imparting knowledge related to violence of various types and build them strong to fight against those types of violence.
 - ❖ Providing career opportunities to all based on their qualification and skills.
 - ❖ Eliminating deep rooted beliefs of gender bias and discrimination.
 - ❖ To learn the need to be hygienic and follow it in their day to day lives.
 - ❖ To become aware of pregnancy related problems and consult doctors as per the need.
- To create awareness related to different types of cancers in women and take preventive measures to curb them.



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Members of Women Development Cell (WDC)

Sr. No.	Name	Designation	Position
1	Dr Prashant Shelar	Principal	Chairman
2	Asst Prof Archana Dhawade	Assistant Professor	Convener
3	Asst Prof Jigna Sadhu	Assistant Professor	Member
4	Asst Prof Tejaswini Parab	Assistant Professor	Member
5	Asst Prof Pragati Yerunkar	Assistant Professor	Member



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(<https://jescollege.edu.in/>)



COLLEGE DEVELOPMENT COMMITTEE

Functions

- Prepare an overall comprehensive development plan for the college regarding academic, administrative and infrastructural growth.
- Decide about the overall teaching programmes and annual calendar of the college.
- Recommend to the management about introducing new academic courses and the creation of additional teaching and administrative posts.
- Take review of the self-financing courses in the college and make recommendations for their improvement.
- Make specific recommendations to the management to encourage and strengthen research culture, consultancy and extension activities in the college.
- Make specific recommendations to the management to encourage the use of information and communication technology in the teaching and learning process.
- Make specific recommendations regarding the improvement in teaching and suitable training programmes for the employees of the college.
- Prepare the annual financial estimate (budget) of the college.
- Formulate proposals for new expenditures not provided for in the annual budget and make recommendations regarding the students' and employees' welfare activities in the college.
- Discuss the reports of the IQAC and make suitable recommendations.
- Frame suitable admissions procedure for different programmes by following the statutory norms.
- Plan major annual events in the college, such as annual day, sports events, and cultural events etc.
- Recommend the administration about appropriate steps to be taken regarding the discipline, safety and security issues of the college.
- Consider and make appropriate recommendations on inspection reports, local inquiry reports, audit reports, etc.
- recommend the distribution of different prizes, medals and rewards to the students.
- Prepare the annual report on the work done by committees.
- Perform such other duties and exercise such other powers as may be entrusted by the management and the university.

Composition



P. S. Shinde

PRINCIPAL

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Jogeshwari Education Society's
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The Composition of the CDC 2022 - 2023 is as follows:

1. Chairperson
 - Mr. Manoj Phene, President of Jogeshwari Education Society
2. One member from as Management Representative
 - Shri. Kiran Kamat, Jt. Hon. Secretary of Jogeshwari Education Society
3. HOD nominated by the Principal
 - Asst. Prof. Anjali Gaikwad, HOD BSc.IT
4. Teacher representative
 - Asst. Prof. Radhika Rao
 - Asst. Prof. Chitrarth Kate
 - Asst. Prof. Pragati Yerunkar
5. Alumni Representative
 - Yash Chilveri
 - Nikhil Pawar
6. Local Member Representative
 - Shri. Abhay Jinsiwale, Industrialist
 - Shri. Shankar Sawant, Doctor
 - Shri. Pankaj Yadav, Educationist
 - Shri. Uday Nadkarni, Banker
 - Shri. Shivanand Borkar, Scientist
7. IQAC Representative
 - Prof. (Dr.) Sunita Sharma, Coordinator - IQAC
8. Member Secretary
 - Dr. Prashant H. Shelar, Principal
9. Student Representative
 - Ms. Sakshi Rane, President of Student Council
 - Devraj Khade, Student
 - Darshan Kamble, Student
 - Pari Gada, Student

