



विश्वविद्यालय अनुदान आयोग
बहादुरशाह जफर मार्ग
नई दिल्ली 110 002
UNIVERSITY GRANTS COMMISSION
BAHADURSHAH ZAFAR MARG
NEW DELHI-110 002

A.K. Dogra
Joint Secretary
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By Speed Post

26 NOV

D.O. F. No. 2-16/2002(PS)

November, 2012

Dear Sir/Madam,

As you are aware, the University Grants Commission has been mandated with the task of taking such steps as it may deem fit for the promotion and co-ordination of university education and for the determination and maintenance of standards of teaching, examination and research in universities. Section 12 of the UGC Act provides that it shall be the general duty of the Commission to take, in consultation with the universities or other bodies concerned, all such steps as it may deem fit for the promotion and coordination of university education and for the determination and maintenance of the standards of teaching, examination and research in Universities. As such, the UGC has been performing its functions in consultation with the Universities.

At present, the Indian higher education system is witnessing an unprecedented growth. There are 615 Universities, 32,000 Colleges, 9 lakh teachers and approximately 200 lakhs students studying in regular stream apart from lakhs of students enrolled in courses run under distance mode. In the recent past, it has been increasingly observed that the UGC is receiving lot of complaints/queries from individuals which includes students, teachers, non-teaching employees and unions. These complaints are about redressal of their personal grievances about Regulations/norms/guidelines pertaining to appointment/promotions and other academic matters apart from queries related to UGC M.Phil/ Ph.D. Regulations.

Keeping in view large number of queries / complaints / grievances received by UGC presently, which often become difficult for UGC to attend to on time, you are requested to instruct/direct your students, teachers and employees and their unions not to approach the UGC directly. It would be appropriate if the University shall have a grievance redressal mechanism to deal with the individual grievances. The University should ensure that this mechanism is also established in the affiliating Colleges. All possible options may be exhausted at the level of institutions / management/ state to redress all such complaints / grievances before forwarding the same to UGC. In case, the University/College is not able to redress the grievance, the representation should be sent to the UGC through the respective University/College along with their comments. In future, no letter/representation received directly from the individuals/ associations to the UGC would be entertained.

This may be brought to the notice of the Colleges affiliated to your university also and may be adequately publicised through print/electronic media.

With regards,

Yours sincerely,
(A.K. Dogra)

The Vice Chancellor
Anand Agricultural University,
Anand

ANAND AGRICULTURAL UNIVERSITY
ANAND

Copy to F.W.Cs. to Information & necessary action :

All Unit / Sub Unit Officer

No. AAU/REG/Co-ordi/ /2012
Date: 6/12/2012

Copy to:

1. PS to Vice Chancellor / PA to Registrar, AAU, Anand
2. All Branches of Registrar Section

RAHIL
REGISTRAR