

URGENT

CSK HIMACHAL PRADESH KRISHI VISHVAVIDYALAYA, PALAMPUR
GENERAL ADMINISTRATION BRANCH

16684-90

No. QSD.8-25/2017/CSK HPKV(GA)/-

Dated: Palampur, the **18 APR 2019**

From

Registrar

To

1. All the Deans,
CSK HPKV, Palampur.
2. The Section Officer (Acad.)
CSK HPKV, Palampur.

Subject: Regarding Public Grievance.

Sir,

I am directed to enclose herewith a copy of letter No F.No.1-1/2018 (PG) dated 29.03.2019 alongwith its enclosures, received from the Under Secretary, University Grants Commission, New Delhi on the above subject for taking further necessary action.

A compliance report on the issue may please be supplied to the **Head-cum-Nodal Officer, Deptt. of Physical Sci. & Language, COBS, CSKHPKV, Palampur by 29.04.2019** positively, so that the quarter concerned be informed accordingly.

Yours faithfully,


Deputy Registrar (Admn.),
CSK HPKV, Palampur.

Encl: As above.

Copy to

1. The Head-cum-Nodal Officer (UGC), Deptt. of Physical Sci. & Language, COBS, CSKHPKV, Palampur. He is requested to upload a compliance report at University Activity Monitoring Portal under intimation to this office.
2. The Incharge, UNS, CSKHPKV Palampur for uploading in the University website.

Regy
SO(SA)
21/4/19
SAR
21/4/19



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission
(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)
बहादुर शाह जफर मार्ग, नई दिल्ली - 110002
Bahadur Shah Zafar Marg, New Delhi - 110002
Phone: 011-23604100



ज्ञान - विज्ञानं विमुक्तये

29th March, 2019

F.No.1 - 1/2018(PG)

The Registrar,
All Universities

Sub: **Regarding Public Grievances**

Sir/Madam,



It is in continuation of earlier UGC communication D.O. No.F.1-1/2013 (PG) dated 5th February, 2019 wherein universities were asked for having a notice board/flex board fixed near the office of the Vice-Chancellor to ensure publicity/awareness of the establishment of Grievance Redressal Mechanism to reduce the load on the PG portal of DARPG (Copy enclosed). The colleges affiliated to your universities, if any, may also be asked to take action immediately.

It is requested to send a Compliance Report through e-mail at pgcell509@gmail.com and intimate by post to UGC.

This may please be treated as urgent.

Yours faithfully,

(Usha Arya)
Under Secretary



मानव विकास विभाग

प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



समृद्धि उन्नय

विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

बहादुरशाह ज़फ़र 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.1-1/2013(PG)

5th February, 2019

Respected Madam/Sir,

Kindly refer to earlier UGC communication D.O.No.F.2-1/2013(PG/Pt. File) dated 9th August, 2017 (copy enclosed), wherein, universities/HEIs were requested to have a 'notice board/flex board fixed near the office of the Vice-Chancellor/Director/Dean/Principal of the University/Institute/College to ensure publicity/awareness of the establishment of Grievance Redressal Mechanism and Students Grievance Portal. This would not only help in reducing the number of grievances being received by the MHRD on the CPGRAMS portal but would also cut down the delay in redressing the grievances of the students. However, there have been representations by the Appellants/Petitioners who are not satisfied with the response/time taken in disposing of the grievances. In this connection, both DARPG and Ministry of HRD have emphasized that all Educational Institutions be requested to take action on prominent display of information regarding grievance redressal mechanism.

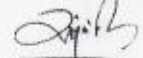
It is, therefore, requested to kindly take the following necessary actions:

- a) Speed up the disposal of grievances and reduce the number of pending grievances.
- b) Fix up Notice Boards at prominent places giving following details for the convenience of students and their parents/guardians:
 1. Name of the Vice-Chancellor/Director/Registrar/Principal
 2. Name of the Nodal Person with phone number & e-mail address
 3. Details of online grievance portals
- c) The colleges affiliated to your university, if any, may also be asked to take above mentioned necessary action immediately.

Further, it is requested to upload a compliance report at University Activity Monitoring Portal (<https://www.ugc.ac.in/uamp>) within a week by providing photographs of such Notice Boards installed/fixed by the Institution. This may please be treated as Urgent.

With kind regards,

Yours sincerely,


(Rajnish Jain)

To

The Vice Chancellors of all Universities.
Principals of Colleges

Copy to:

The Publication Officer, UGC for uploading on UGC Website.