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विश्वविद्यालय अनुदान आयोग  
University Grants Commission

मानव संसाधन विकास विभाग, भारत सरकार.  
(Ministry of Human Resource Development, Govt. of India)  
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प्रो. (डॉ.) जसपाल एस. सन्धु  
सचिव  
Prof. (Dr.) Jaspal S. Sandhu  
Secretary

D.O.No.F 1-2/2012 (Website)

14<sup>th</sup> JUL 2014

Dear Sir/Madam,

I would like to inform that an **Online Students' Grievance Redressal Portal** is going to be shortly launched by the UGC. This is a new initiative with an aim to provide a mechanism for redressal of students' grievances and ensure transparency in admission, prevention of unfair practices etc. The portal would enable students to register their grievances instantly and seamlessly to the concerned university/college for expeditious redressal of the grievances. Students would also be able to track the status of the grievances. The portal would also enable the UGC and the University/College to understand the nature of students' grievances, monitor and redress the same in a short time, and help in taking policy and implementation decisions to mitigate grievances in future.

Rectr/2806  
28/7/14

2. For this purpose, each university is required to appoint a person in-charge of the Grievance Redressal Cell as **Nodal Officer** to monitor and respond to students' grievances lodged onto this portal. The following details of the Nodal Officer so appointed may be furnished by the university to the UGC within 10 days at [sgportalugc@gmail.com](mailto:sgportalugc@gmail.com):

- i) Name
- ii) Designation
- iii) Address
- iv) Email ID
- v) Telephone No.(Mobile, Office)

3. It may also be noted that the Nodal Officers, in addition to handling grievances of their university will also be responsible for handling grievances of colleges affiliated to their university and report the action taken and status of grievances on the portal.

With regards,

DR (admissions)  
will be the Nodal  
officer on all student-  
related grievance  
issues.  
Rectr. P

Yours sincerely,

*Jaspal S. Sandhu*  
(Jaspal S. Sandhu)

The Vice Chancellor  
Jawaharlal Nehru University  
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New Delhi - 110 067  
Delhi

कुलसचिव, जवाहरलाल नेहरू विश्वविद्यालय, नई दिल्ली

VC's Office, JNU  
आपकी सं./Date: 31/03  
22/07/2014

DR (Adm)  
21/7

DR (Adm)  
22/7/14

डायरी सं./Sl. No. 600  
दिनांक/Date - 05/08/14  
कुलसचिव कार्यालय  
न.ने.वि., नई दिल्ली

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