

UNIVERSITY GRANTS COMMISSION  
BAHADURSHAH ZAFAR MARG  
NEW DELHI-110 002

No.F.1-1/2020(Secy)

10<sup>th</sup> May, 2020

PUBLIC NOTICE

**REDRESSAL OF GRIEVANCES RELATED TO COVID-19 PANDEMIC**

The UGC has issued Guidelines on Examinations and Academic Calendar in view of COVID-19 Pandemic on 29<sup>th</sup> April, 2020. Accordingly, all universities have been advised to plan their academic activities keeping in view the safety and interest of all stakeholders, giving highest priority to the health of all concerned, while adopting and implementing the Guidelines.

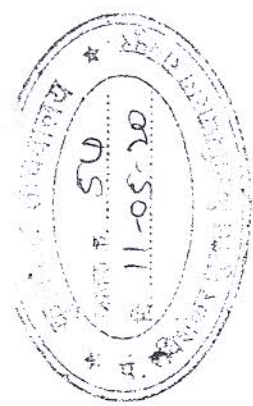
Universities have also been requested to establish a Cell for handling grievances of the students related to examinations and other academic activities arising due to this pandemic and notify the same to the students.

Further, the UGC has undertaken the following steps to monitor the queries, grievances, and other academic matters of students, teachers, and institutions, arising due to COVID-19 pandemic:

1. A dedicated Help Line Number: 011-23236374 has been set up.
2. An email address: covid19help.ugc@gmail.com has been created.
3. Students can also lodge their grievances on the existing Online Students Grievance Redressal Portal of UGC at [https://www.ugc.ac.in/grievance/student\\_reg.aspx](https://www.ugc.ac.in/grievance/student_reg.aspx)
4. A Task Force has been constituted at UGC to monitor concerns/ grievances of students, teachers, and institutions, and redress them accordingly.

All the Universities and colleges are requested to upload a copy of this public notice on their official websites and also share it with the teaching and student community via e-mail and other digital media.

R.19/10  
12-5-20



उपरोक्त  
वेबसाइट में upload किया जाए  
जिसे एक विद्यार्थियों के सूचना सूची  
अनुसार/ प्रत्येक को E-mail पर भेजा  
digital media से प्रेषित करें।  
② ASW की समन्वयकता में  
Grievance Redressal Cell का सफल निष्पादन।

(Prof. Rajnish Jain)  
Secretary

11.5.20  
11/5/2020

no/ces  
Dr. Palle  
Shri Ramesh  
13.5.2020



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(Prof. Rajnish Jain)  
Secretary

HOD CCS  
web site

J. Pandey  
11.5.20

Ramesh Chandra  
12-5-2020