



प्रो. धीरेन्द्र पाल सिंह  
अध्यक्ष

Prof. D. P. Singh  
Chairman



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

दूरभाष Phone : कार्यालय Off. : 011-23234019, 23236350  
फैक्स Fax : 011-23239659, e-mail : cm.ugc@nic.in | web: www.ugc.ac.in

No. F. 1-1/2020 (UGC-TF-COVID-19 – Advisory)

26<sup>th</sup> May 2020

**Subject: Monitoring grievances/ concerns related to Examinations and Academic Calendar in view of COVID-19 pandemic – regarding**

**Dear Vice Chancellors & Principals,**

As you are well aware that in view of COVID-19 Pandemic, the University Grants Commission has issued the Guidelines on Examinations and Academic Calendar on 29<sup>th</sup> April 2020. The universities were advised to plan their activities keeping in view the safety and interest of the stakeholders, giving highest priority to the health of all concerned, while adopting and implementing the Guidelines.

The UGC has constituted a Task Force to address the grievances/ concerns of the students due to COVID-19 Pandemic. A dedicated helpline and an email have been made functional for receiving the grievances from the students. Also, a new Tab of COVID-19 related grievances has been created on UGC website for the same.

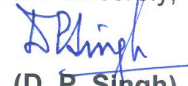
Based on the emails and phone calls received so far it has been observed that the grievances pertain to academics, examinations, admissions, fee, salary of faculty etc. The students have represented regarding completion of syllabi, technical glitches during online classes, conduct of face to face classes, infrastructural constraints, examinations, issues related to back papers, admission processes, collection of compulsory non-refundable deposits, etc.

You will appreciate that the grievances as mentioned above require actions on the part of the universities/colleges/state governments. Also, as per the guidelines issued by UGC on 29<sup>th</sup> April, 2020, every university is expected to establish a cell for handling student grievances related to examinations and academic activities during COVID-19 pandemic and notify effectively to the students.

In view of above, it is once again requested that the university may kindly establish the student grievances cell immediately, preferably by 30<sup>th</sup> May 2020, if not already done. Further, the Task Force constituted by the University and State Governments may be asked to take proactive measures in a time bound manner to redress the grievances of the students and stake holders. Measures taken by the University/State Government should be widely publicized so that there should not be any communication gap between the students and higher education institutions/ governments.

With regards,

Yours sincerely,

  
(D. P. Singh)


To:

1. The Vice Chancellors of all Universities
2. The Principals of all Colleges

Contd...2/-

Copy for kind information to:-

1. The Principal Secretary/Secretary to the Governors of all States/ Lt. Governor of all Union Territories.
2. The Principal Secretary/Secretary, Department of Higher Education, all State Governments/Union Territories

  
(D.P. Singh)