



# THE TAMIL NADU Dr. M.G.R. MEDICAL UNIVERSITY

No.69, ANNA SALAI, GUINDY, CHENNAI - 600 032.

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**Dr. PARAMESWARI SRIJAYANTH, M.B.B.S.,M.SC.,(EPID).,  
REGISTRAR(FAC).**

**Ref: No. UCO(1)/76368/2018**

**Dated:24.4.2019.**

To

Dean/ Principal Of all the Affiliated Colleges

**Respected Sir/Madam,**

**Sub:** The Tamil Nadu Dr.M.G.R. Medical University, Chennai -32 –  
Establishment of Grievance Redressal Mechanism and  
Students Grievance Portal – Requested to exhibit a notice  
board at Dean/ Principal of your Institution - Regarding.

**Ref:** .F.No.1-1/2018(PG) dated 1-04-2019 received from UGC,  
New Delhi.

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I am directed to enclose herewith a copy of letter No.F.No.1-1/2018(PG) dated 1st April 2019 along with 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 above reference may please be supplied to this University by 10.05.2019 positively, so that the concerned be informed accordingly.

Encl: as above

*M. Sridhar*  
25/4/19  
for REGISTRAR(FAC)

*M. Sridhar*  
25/4/19



ज्ञान-विज्ञान विमुक्तये

प्रो. रजनीश जैन  
सचिव

**Prof. Rajnish Jain**  
Secretary



सत्यमेव जयते

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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

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D.O.No.F.1-1/2013(PG)

5<sup>th</sup> February, 2019

Respected Madam/Sir,

Kindly refer to earlier UGC communication D.O.No.F.2-1/2013(PG/Pt. File) dated 9<sup>th</sup> 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.



प्रो. (डॉ.) जसपाल एस. सन्धू  
सचिव

Prof. Dr. Jaspal S. Sandhu  
MBBS, MS (Ortho), DSM, FAIS, FASM, FAFSM, FFIMS, FAMS  
Secretary



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विश्वविद्यालय अनुदान आयोग  
University Grants Commission

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

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- 9 AUG 2017

D.O.No.F.2-1/2013 (PG/Pt. File)

8<sup>th</sup> August, 2017

Dear Sir/Madam,

This has reference to UGC's letters No.1-2/2012(website) dated 14<sup>th</sup> July, 2014 and 3<sup>rd</sup> September, 2014 regarding Online Students' Grievance Redressal Portal.

The Ministry of Human Resource Development, Government of India, vide its letter No. 9-24/2017-U.II dated 3<sup>rd</sup> June, 2017 has desired UGC to issue a necessary advisory to all higher educational institutions (HEIs) for having 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 Grievances Portal.** This would reduce the load on the PG portal of DARPG and also ensure effective redressal of the grievances.

Accordingly, keeping in view the importance of the issue, I seek your personal indulgence in the matter and request you to **kindly exhibit a notice board giving details of the PG Portal of UGC (<http://www.ugc.ac.in/grievance/>) in your esteemed University and also ensure the same in your affiliated colleges.**

The Nodal Officer, the person in-charge of the Grievance Redressal Cell of your University will monitor and respond to students' grievances lodged on the portal. The Nodal Officers in addition to handling grievances of respective University will also be responsible for handling grievances of colleges affiliated to their university and report the action taken on the portal.

This may please be treated as **urgent**.

With warm regards,

Yours sincerely,

(Jaspal S. Sandhu)

The Vice-Chancellor of all the Universities.

Copy to:

The Publication Officer, UGC, New Delhi for uploading on UGC website.

(Jaspal S. Sandhu)