



स्नातकोत्तर विद्यालय
POST GRADUATE SCHOOL
भारतीय कृषि अनुसंधान संस्थान, नई दिल्ली – 110 012
INDIAN AGRICULTURAL RESEARCH INSTITUTE
NEW DELHI – 110 012
Phone(011)25843438

No. PGS-1/Misc./UGC/2019

Dated: 3rd May, 2019

NOTICE

Please find enclosed herewith the UGC letter No.1-1/2018 (PG) dated 5th April 2019 in order to ensure publicity/awareness of the establishment of Students Grievance Redressal Mechanism to reduce the load on the PG Portal of DARPG.

All the Heads/Professors of the teaching disciplines and MOHR/Wardens at IARI and sister Institutes shall ensure that all the grievance of students are disposed in time.

Standing Committee on Students Problems & Discipline, Welfare, Board and Residences shall consider complaints/grievance of students, if any. In case of any Grievance, the following officers of IARI may be contacted on the following telephone numbers/E mails.

Dr.(Mrs.) Rashmi Aggarwal, Dean & Joint Director (Edn.), IARI	dean@iari.res.in	(011) 25843382
Dr. Anil Sirohi, Master of Halls of Residences	sirohi@iari.res.in	(011) 25848075 (011) 25847475
Sh. M.K. Jain, Registrar, IARI	jd_admin@iari.res.in	(011) 25842390

MOHR, PG Hostels, IARI will be the Nodal Officer.

Asstt. Admn. Officer, E& P Section, of IARI shall arrange to fix up Notice Boards/Flex Boards within a week near the office of the Director, IARI giving the details as per UGC letter No.F.1-1/2013(PG) dated 5th February 2019.

Technical Assistant, P.G. School will submit Compliance Report through e mail at pgcell509@gmail.com to UGC and 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 E & P Section of IARI.

(M.K. Jain)
Registrar (Acting)

DISTRIBUTION:

1. Director, NBPGR/IASRI/NIPB/IIHR/CIAE .
2. All the Heads of the Divisions
3. All the Professors of the teaching disciplines with a request to display this at Notice Board.
4. Incharge, AKMU to upload the above Notice at IARI website. A page on IARI Website may be developed for lodging complaints/Grievance of students and the details of the Nodal Officer, Dr. Anil Sirohi, Master of Halls of Residences, P.G. Hostels may also be updated.
5. MOHR, P.G. Hostels and Nodal Officer(Students grievance) (with 10 copies) for Notice Boards of the different hostels. One copy may also be provided to the Wardens of each Hostels
6. Ms. Usha Arya, Under Secretary, UGC, Bahadur Shah Zafar Marg, New Delhi-110002
7. President, Post Graduate School Students Union, IARI
8. Asstt. Admn. Officer, E& P Section, of IARI to take immediate necessary action as per the above directions.
9. Technical Assistant, P.G. School to take immediate necessary action as per the above directions.



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

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

1st April, 2019

The Registrar,

Indian Agricultural Research Institute

PUSA, NEW DELHI - 110012

Sub: **Regarding Public Grievances**

5 APR 2019

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



प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



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.