

No. EDN-H(8)A(1)Pvt.-Univ.-08/2008
Directorate of Higher Education
Himachal Pradesh.
Phone No. 0177-2653120, Extn. 221 Fax: 0177-2812882

Dated: Shimla - 171001, the, 19th June, 2020

To

The Registrar/Principal of all Govt./Pvt. Universities/
Govt./Skt./Pvt. Colleges
Himachal Pradesh.

Subject: Regarding monitoring of grievances/concerns related to examinations and academic calendar in view of COVID-19 pandemic.

Sir,


This is in reference to letter no. F.1-1/2020 (UGC-TF-COVID-19-Advisory) dated 26th May, 2020 received from Sh. D.P. Singh, Chairman, University Grants Commission, Bahadurshah Zafar Marg, New Delhi-110002 (copy enclosed) on the subject cited above.

In this context, it is informed that the University Grants Commission has issued the guidelines on Examinations and academic calendar on 29th 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 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, examination, admission, fee salary of faculty etc. The students have represented regarding completion of syllabi, technical glitch 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. An action on the part of the universities/colleges/state Governments is required on the grievances mentioned *ibid*. Also, as per the guidelines issued by UGC on 29th 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.

You are therefore, requested to establish a cell for handling student grievances related to examinations and academic

activities during COVID-19 Pandemic and notify effectively to the students.

Yours faithfully,



(Dr. Amarjeet K. Sharma)
Director of Higher Education
Himachal Pradesh
email-ID-dhe-sml-hp@gov.in

Ph. No. 0177-2656621 Shimla dated 19 June, 2020

Endst: even the,
Copy for information to:-

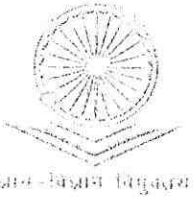
- ✓ 1. T.O. with the request to upload the same on departmental website.
2. Guard file.



Director of Higher Education
Himachal Pradesh

शिक्षा निदेशालय उच्चतर

19 JUN 2020



प्रो. धीरेन्द्र पाल सिंह
अध्यक्ष

Prof. D. P. Singh
Chairman



20118167
विश्वविद्यालय अनुदान आयोग 01106720
University Grants Commission

(मानव संसाधन विकास विभाग, 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)

26th 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 29th 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 29th 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 30th 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,

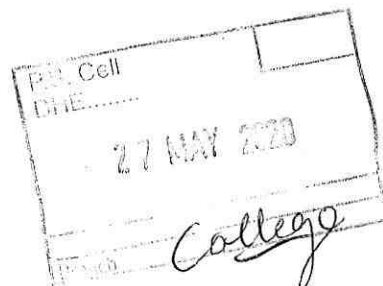
DM *Sharma*

Yours sincerely,

D. P. Singh
(D. P. Singh)

To:

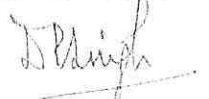
1. The Vice Chancellors of all Universities
2. The Principals of all Colleges



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)