



**UNIVERSITY GRANTS COMMISSION
BAHADURSHAH ZAFAR MARG
NEW DELHI-110 002**

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

10th 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 29th 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**
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.

(Prof. Rajnish Jain)
Secretary

SVVV/VC/ 2020/

May 20, 2020

OFFICE ORDER
CELL FOR REDRESSAL OF GRIEVANCES
(RELATED TO COVID-19 PANDEMIC)

This is reference to UGC Public Notice No. F.1-1 / 2020 (Secy) dated 10th May 2020 regarding Redressal of Grievances Related to COVID-19 Pandemic.

SVVV constituted a grievances cell for handling grievances of the students related to examinations and other academic activities arising due to COVID-19 Pandemic.

The Grievances Cell of SVVV is constituted as under:

1. Dr. Shishir Jain	COE, SVVV	Chairman
2. Dr. Santosh Dhar	Dean Research, FDSR	Member
3. Dr. Rajeev Shukla	Director, SVSM	Member
4. Dr. Namit Gupta	Director, SVITS	Member
5. Dr. Anand Rajavat	Director, SVIIT	Member
6. Dr. Kavita Sharma	Coordinator, SVIFS	Member
7. Shri Arobindo Ghosh	Joint Registrar, SVVV	Member

Dr. Upinder Dhar
Vice-Chancellor

Cc :

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| 1. Members of the Committee | - | for necessary action |
| 2. All HoIs / Coordinators / HoDs | } | for Information |
| 3. CoE / Joint Registrar / FAO | | |
| 4. All Faculty and Staff Members | | |