



Ph.-9474641566

# ONDA THANA MAHAVIDYALAYA

Affiliated to Bankura University

Govt. Aided college recognised under section 2 (f) & 12 (B) of the UGC

P.O.-MURAKATA,P.S.-ONDA,DIST.-BANKURA PIN-722144 (W.B.),INDIA

Website:-www.ondathanamahavidyalaya.in Email:-otm.principal@gmail.com

Ref No. ....

Date : .....

## Grievance Redressal Cell

### Introduction

Onda thana Mahavidyalaya established a Grievance Redressal Cell following UGC regulations and mandates to create an environment where students, faculty, and staff feel encouraged and safe to openly and honestly express any academic, non-academic or personal grievances or problems they may have in this institute, without the fear of facing any negative consequences and to establish an efficient and prompt system for addressing and resolving these grievances, ensuring that they are dealt with swift and effective manner.

The cell aims to offer appropriate counselling and guidance throughout the grievance resolution process and foster harmonious relationships among its stakeholders, promoting a friendly and cooperative academic atmosphere.

### What is a Grievance?

The University Grants Commission (UGC) has recently announced the publication of the "University Grants Commission (Redressal of Grievances of Students) Regulations, 2023" in the Gazette of India under the reference number F.1-13/2022 (CPP-II), dated 11th April 2023. The official notice can be accessed via the following link:

[https://www.ugc.gov.in/pdfnews/4675881\\_Regulation.pdf](https://www.ugc.gov.in/pdfnews/4675881_Regulation.pdf).

Within this communication, the UGC has provided a clear definition of "grievance," which encompasses complaints lodged by students who feel aggrieved about specific matters.

1. The following are instances that may arise during the admission process, which require attention and adherence to the regulations:
2. Admission is granted contrary to the determined merit as per the institution's admission policy.
3. Irregularities in the admission process under the declared institutional policy.
4. Refusal to be admitted by the institution's admission policy.



  
Principal  
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5. Non-publication of a prospectus by the institution is not in line with regulatory provisions.
6. Publication of false or misleading information in the prospectus by the institution.
7. Withholding or refusal to return any document, including certificates, to induce fee payment for a non-pursued course.
8. Demanding fees exceeding those specified in the admission policy.
9. Violation of laws regarding reservation of admission seats by the institution.
10. Non-payment or delayed disbursement of scholarships or financial aid as per the declared admission policy.
11. Delays in conducting examinations or declaring results beyond the specified schedule.
12. Failure to provide student amenities as outlined in the prospectus or required by the law.
13. Non-transparent or unfair student evaluation practices adopted by the institution.
14. Delay or denial of fee refunds to students withdrawing admission within the stipulated time.
15. Complaints of discrimination against specific student categories.
16. Denial of promised quality education upon admission.
17. Harassment or victimization of students.
18. Actions contrary to the institution's statutes, rules, or guidelines.
19. Actions contrary to the regulations and guidelines issued by the Commission or the relevant regulatory body.
20. These instances require careful attention and adherence to the regulatory framework to ensure fair and transparent admission processes and student treatment.



  
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