



UNIVERSITY GRANTS COMMISSION  
BAHADURSHAH ZAFAR MARG  
NEW DELHI-110 002

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

10<sup>th</sup> 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 29<sup>th</sup> 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\\_rcg.aspx](https://www.ugc.ac.in/grievance/student_rcg.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 email and other digital media.

*Circulate it through website*  
*[Signature]*  
12.5.2020

*[Signature]*  
(Prof. Rajnish Jain)  
Secretary

*Media Cell*  
*[Signature]*  
19/05/2020

कुलपति सचिवालय  
प्रो राजर्षि टण्डन मुक्त वि०वि० इलाहाबाद  
S.No. 66/12.5.20