



विद्यया ऽ मृतमश्नुते

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सत्यमेव जयते



आज़ादी का
अमृत महोत्सव

विश्वविद्यालय अनुदान आयोग
University Grants Commission
(विद्या मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

D.O. No.F.14-4/2023 (CPP-II)(C.No.131173)

10th June, 2024 / 20 जून, 1946

Subject: Guidelines on Public Self-Disclosure by Higher Education Institutions, 2024

आदरणीय महोदय/महोदय,

The National Education Policy (NEP) 2020 emphasizes transparent self-disclosure by Higher Education Institutions (HEIs). Public self-disclosure by HEIs, in fact, is one of the fundamental principles of the NEP. The NEP contemplates that HEIs shall be responsible and accountable to the stakeholders through transparent self-disclosure of all relevant records. The availability of information in the public domain is an important source of accountability.

Stakeholders in the higher education system, such as students, parents, research scholars, prospective students, regulatory bodies, accreditation agencies, alumni, and the public, desire to seek information from the websites of HEIs.

The Commission has considered the matter in its 580th meeting held on 15 May 2024 and approved the Guidelines on Public Self-Disclosure by Higher Education Institutions, 2024. A copy of the same is attached with this letter.

As per the Guidelines, all Higher Education Institutions are required to maintain a functional website to provide relevant information to stakeholders. The information disclosed on the website should be easily accessible to everyone without any need for registration or login. Additionally, there should be a 'Search' facility available for easy navigation.

The Higher Education Institutions are requested to take necessary measures to comply with the guidelines to ensure a fair and transparent system that will contribute to the growth of the Indian Higher Education system.

सादर,

भवदीय,

(मनिर जोशी)

संलग्नक: यथोपरि

सेवा में,

सभी विश्वविद्यालयों के कुलपति।

सभी महाविद्यालयों के प्राचार्य।

Guidelines on Public Self-Disclosure by Higher Education Institutions

National Education Policy (NEP) 2020 emphasizes transparent self-disclosure by Higher Education Institutions (HEIs). Public self-disclosure by HEIs, in fact, is one of the fundamental principles of the policy. NEP contemplates that HEIs shall be responsible and accountable to the stakeholders through transparent self-disclosure of all relevant records.

2. The availability of information in the public domain is an important source of accountability.
3. Stakeholders in the higher education system such as students, parents, research scholars, prospective students, regulatory bodies, accreditation agencies, alumni, and the public desire to seek information from the websites of HEIs.
4. Every Higher Education Institution shall maintain a functional website for making relevant self-disclosure to the stakeholders. The disclosure made on the website shall have unrestricted access without any requirement of log-in/registration and shall have a 'Search' facility for easy access.
5. Higher Education Institutions may provide information related to the following on their websites and provide the links, wherever possible:

a) About HEI

- About us: Overview
- Act and Statutes or MoA
- Institutional Development Plan
- Constituent Units/ Affiliated Colleges, Affiliating University (in case of Colleges) Off-campus/Off-shore campus/Learning Support Centres under ODL mode (Wherever applicable)
- Accreditation/ Ranking status (NAAC, NBA NIRF)
- Recognition / Approval (2(f), 12B, etc. as applicable)
- Annual Reports
- Annual Accounts including Balance Sheet, Income and Expenditure Account, Receipts and Payments Account along with Audit Report
- Sponsoring body details, if any

b) Administration (Profiles with photographs and contact details)

- Chancellor
- Pro Chancellor
- Vice-Chancellor
- Pro-Vice-Chancellor (wherever applicable)
- Registrar
- Principal (wherever applicable)
- Finance Officer
- Controller of Examination
- Chief Vigilance Officer
- Ombudsperson
- Executive Council/Board of Governors by whatever name called, Board of Management, Academic Council, Board of Studies, Finance Committee – composition and members with particulars
- Internal Complaint Committee
- Academic Leadership (Dean/HoD of Schools/Departments/Centres)

c) Academics

- Details of Academic Programs
- Academic Calendar
- Statutes/Ordinances pertaining to Academics/Examinations
- Schools/Departments/ Centres
- Department/School/Centre wise faculty/staff details with photographs
- List of UGC-recognized ODL/Online programs, if any
- Internal Quality Assurance Cell (IQAC)
- Library
- Academic collaborations

d) Admissions & Fee

- Prospectus (including fee structure for various programs)
- Admission process and guidelines
- Fee refund policy

e) Research

- Research and Development Cell (including Research and Consultancy Projects, Foreign Collaboration Industry Collaborations)
- Incubation Centre/Start-ups/Entrepreneurship Cell
- Central facilities

f) Student Life

- Sports facilities
- NCC/NSS - Details
- Hostel details (wherever applicable)
- Placement Cell and its activities
- Details of Student Grievance Redressal Committee (SGRC) and Ombudsperson
- Health facilities
- Internal Complaint Committee
- Anti-Ragging Cell
- Equal Opportunity Cell
- Socio-Economically Disadvantaged Groups Cell (SEDG)
- Facilities for differently-abled (e.g., barrier-free environment)

g) Alumni

- ▶ Alumni Association with details

h) Information Corner

- RTI: Details of Central Public Information Officer (CPIO) and Appellate Authority (wherever applicable)
- Circulars and Notices
- Announcements
- Newsletters
- News, Recent events & Achievements
- Job openings
- Reservation Roster (wherever applicable)
- Study in India
- Admission procedure and facilities provided to International Students

i) Picture Gallery

j) Contact us

- Details with Phone Number, Official Email ID and Address, Location map
- Telephone Directory

- (2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution, or sale of prospectus.

5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- (ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
 - a) A Professor - Chairperson
 - b) Four Professors/Senior Faculty Members of the Institution as Members.
 - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- (iii) Atleast one member or the Chairperson shall be a woman and atleast one member or the Chairperson shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

- (i) Each University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

7. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.