



MAHATMA GANDHI CENTRAL UNIVERSITY, BIHAR

[A Central University established by an Act of Parliament]

Dr Ambedkar Administrative Building, Raghunathpur, Motihari, District – East Champaran, Bihar

Email: osdadmin@mgcub.ac.in

F. No.: 2-1/MGCUB/GA/2016/4757

Dated: 25th May 2020

CIRCULAR

Subject: Redressal of Grievances related to COVID-19 Pandemic – Reg.

1. It is hereby informed to all concerned that pursuant to Guidelines on Examinations and Academic Calendar for the Universities in view of COVID-19 Pandemic and Subsequent Lockdown”, the University Grants Commission, New Delhi 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:**
 - i. A dedicated **Help Line Number: 011-23236374** has been set up;
 - ii. An email address: **covid19help.ugc@gmail.com** has been created;
 - iii. 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** and
 - iv. A Task Force has been constituted at UGC to monitor concerns/grievances of students, teachers, and institutions, and redress them accordingly.
2. All Deans and Heads are requested to bring the same to the knowledge of all students, researchers and faculty under their respective School and Department respectively.
3. A copy of Public Notice No.F.1-1/2020(Secy) dated 10th May 2020 issued by UGC, New Delhi in this regard is attached at **ANNEXURE – 1** for ready reference of all concerned.
4. This is issued with the approval of the Competent Authority.

[DR PADMAKAR MISHRA]

OSD (Administration)
MAHATMA GANDHI CENTRAL UNIVERSITY
Camp Office, Near GP Thana
Raghunathpur, Motihari - 845 401
District - East Champaran, Bihar (INDIA)

Encl: As stated above

Copy of the above forwarded to following for information and necessary action:

1. The Joint Secretary (CU), MHRD, Department of Higher Education, New Delhi
2. The Joint Secretary (CU), UGC, New Delhi
3. Notice Board/University Website – for information of all concerned
4. The OSD (Finance)/CoE/Campus Directors/Deans/DSW/Heads/Deputy Registrars/Proctor/Provost, MGCU
5. Warden, Girl's Hostel
6. System Analyst – *with the request to upload the same on University Website for information of all concerned.*
7. Public Relations Officer, MGCU
8. PS to the Vice-Chancellor - *for kind information of the Hon'ble Vice-Chancellor please.*
9. Guard File

[DINESH HOODA]

Section Officer
MAHATMA GANDHI CENTRAL UNIVERSITY
Camp Office, Near GP Thana
Raghunathpur, Motihari - 845 401
District - East Champaran, Bihar (INDIA)



**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**