

**Constitution of Grievance Redressal Committee related to COVID-19**

With reference to UGC Notification dated 10<sup>th</sup> May 2020, no. F.1-1/2020 (Secy), A Grievance Redressal Committee related to COVID -19 is constituted by the Vice Chancellor in order to effectively responding to concerns & grievances relating to examinations and other Academic activities arising due to COVID-19 pandemic for students.

Students & Faculty members may write to any of the committee member with a copy to registrar for any of the above mentioned issues.

Dr Veena Dutta	Registrar	<a href="mailto:registrar@upes.ac.in">registrar@upes.ac.in</a>
Ms Manisha Mohan	Dean, School Of Design	<a href="mailto:m.mohan@ddn.upes.ac.in">m.mohan@ddn.upes.ac.in</a>
Dr Neeraj Mahindroo	Dean, School Of Health Sciences	<a href="mailto:nmahindroo@ddn.upes.ac.in">nmahindroo@ddn.upes.ac.in</a>
Mr Karan Singh	Deputy Director ,Student Engagement & Experience	<a href="mailto:ksingh@ddn.upes.ac.in">ksingh@ddn.upes.ac.in</a>
Dr Aparna Singh	Deputy Registrar - Senior Grade Students Record Evaluation	<a href="mailto:asingh@ddn.upes.ac.in">asingh@ddn.upes.ac.in</a>
Mr Lokendra Dutt Sharma	Assistant Director, Human Resource	<a href="mailto:lokesh@ddn.upes.ac.in">lokesh@ddn.upes.ac.in</a>
Mr Nitin Singh	Assistant Director, Finance & Accounts	<a href="mailto:n.singh@ddn.upes.ac.in">n.singh@ddn.upes.ac.in</a>

**Terms of Reference**

1. The Committee will be primarily responsible for addressing all queries & grievances relating to only Examinations and other academic matters during this COVID – 19 pandemic.
2. The response time will be within 24hrs from the time of receiving an email. However, between 12:00 AM to 6:00 AM there may be further delay in responding.
3. The committee may meet as often as required based on the type of query.

In addition to this UGC has set up a helpline and email id. Details are enclosed herewith.



Dr. Veena Dutta  
Professor & Registrar  
University of Energy & Petroleum Studies  
Dehradun, Uttarakhand  
Email: registrar@upes.ac.in



**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\\_reg.aspx](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