

1. UGC e-Samadhaan:

University Grants Commission (UGC) has launched a single window system in 2024, UGC **e-Samadhan**: A step forward service to streamline the stakeholders (Students/Teaching & Non-Teaching Staff) grievance redressal mechanism. The UGC e-Samadhan Portal is a valuable initiative by the UGC that serves as a platform for addressing various grievances and concerns related to Higher Education Institutions.

The UGC e-Samadhan Portal also offers a structured and efficient mechanism of a timebound process for the redressal of complaints related to Admissions, Examinations, Scholarships, Refund of Fees and other aspects of Academic life.

2. e-Samadhan Details in Highlights:

- Portal Name: UGC e-Samadhan Portal
- Application Procedure: Online Mode
- Objective: To Register Complaints of Students and Employees
- e-Samadhan Time Limit to Respond to Issues
 - ♦ Student-related matter 10 Working Days
 - ♦ Teaching/ Non-Teaching Issues 15 Days
 - ♦ University/College/Other Matter 20 Days
- Category: Central Government Schemes
- Official Website: <u>https://samadhaan.ugc.ac.in</u>

3. UGC e-Samadhaan Benefits:

some benefits that are available to the registered users on the portal:

• Now, the users will not have to visit different websites to file different kinds of complaints. All types of complaints can be filed on a single portal.



- The portal will be made available to the users online. The accessibility mode of the website has made it easier to file a complaint. Now users can file a complaint from anywhere and anytime.
- A toll-free number has also been provided that will be providing services 24 hours.
- The status of the complaint can also be checked with easy documentation and a docket number. You will just have to provide these details and the status of your file complaint will get open on the respective device.
- Different contact details are provided and the users can contact the authorities according to the problem. Technical queries can be resolved by contacting the number available at the bottom of the home page of the website separately.
- A large number of users is going to get benefited from this portal. Students from any state can file a complaint easily if they are seeing any unprofessional activities in the institutes. The complaint will also get considered as soon as possible.

4. Samples of Student-related Grievances to be handled by e-Samadhan Portal:

- Making admission contrary to merit
- Irregularity in the admission process
- Refusing admission in accordance with the declared admission policy
- False or misleading information in the prospectus
- Withhold or refuse to return original degrees/ diplomas/ certificates
- Demand of excess money not specified in the admission policy
- Breach of the policy for reservation in admission
- Non-payment or delay in payment of scholarship/ fellowship
- Non-refund of fee

5. Procedure to e-Samadhaan Registration

UGC e-Samadhaan Eligibility Criteria:

- The user must be a citizen of India
- Users must be registered on the e-Smadhan portal in order to register complaints UGC e-Samadhaan Documents:
- Aadhar card or Id proof
- Mobile Number



• Email ID

6. Procedure - How to Register on UGC e-Samadhaan Portal:

Step 1: Open the UGC e-Samadha	aan Portal	
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WELCOME TO ONLINE GRIEVANCE REDRESSAL SYSTEM	LOGINACCOUNT Sector Ucertame/Eradi Descord Orgeneine Orgeneine Descord Orgeneine Descord Orgeneine Descord Orgeneine Descord Orgeneine Descord	
 Step 2: ✓ Fill out the registration form of ✓ You must fill out the form "registration." 	on a new page. on a new page that will appear with the nar	ne
LOGIN ACCOUNT -Select User- Username/Email Password Contemation Enter Captcha	Note To register Antiragging Grievances please, go to the AntiRagging website: https://www.antiragging.in Register Complaint on: https://www.antiragging.in/ complaint_register_form.html or call on: 1800-180-5522	

Don't have an account? Register Click on the Register button htiragging.in



Step 3:

- ✓ First indicate to the stakeholder (box contains a drop-down menu with a number of options) which type of user you are.
- ✓ Choosing "Student" requires your Name, Address, e-Mail, Aadhar card, Designation, Mobile Number, Joining year, DOB, etc. Fill in all the details.

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	Registration	
Stakeholder*		
Student	~	
Porsonal Dotails:		
Name*	Email Id*	Gender*
Student Name	Student Email Id	Select
Date of Brith*	Mobile No*	Aadhar card
	Mobile No	Aadhar card number
dd-MM-yyyy		
dd-MM-yyyy Address*	City*	Pin Code*
dd-MM-yyyy Address*	city* City	Pin Code* Pin Code

Step 4: In Next Page, Provide Your Course, Program, Enrolment No., University/College, Address details..

At last, Enter Your Password & After Checking Fill-up Information, click "Register"

Level of Course		Name of Programs		Enrollment/ Register No	
Select	~	Name of Programs		Enrollment/ Register No	
niversity Details:					
University Type		Institute/University Name*			
Select University Type	~	-Select Institute/Unive	rsity-	-	
Address*			Pin Code*	State*	
			Pin Code	State	
Login Credentials :		Confirm Password*			
Login Credentials : Password*		Confirm Password*			
Login Credentials : Password* Enter the Password		Confirm Password*	ssword		
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Login Credentials : Password* Enter the Password sclaimer i declare that all the above mentioned in Enter Captcha	nformation is c	Confirm Password* Enter the Confirm Pa	ssword		



For Login in to e-Samadhaan Portal:

- ✓ Go to Official Website
- ✓ Already Registered, click on the symbol that looks like a person Signing in, and then input your credentials on that page. First, enter a user whether you are a teaching or non-teaching staff, student, or from a university.