## 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 time-bound 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: **https://samadhaan.ugc.ac.in**

## 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-Samadhaan Portal  |
| **Step 2:**<br>✓  Fill out the registration form on a new page.<br>✓  You must fill out the form on a new page that will appear with the name "registration."  |
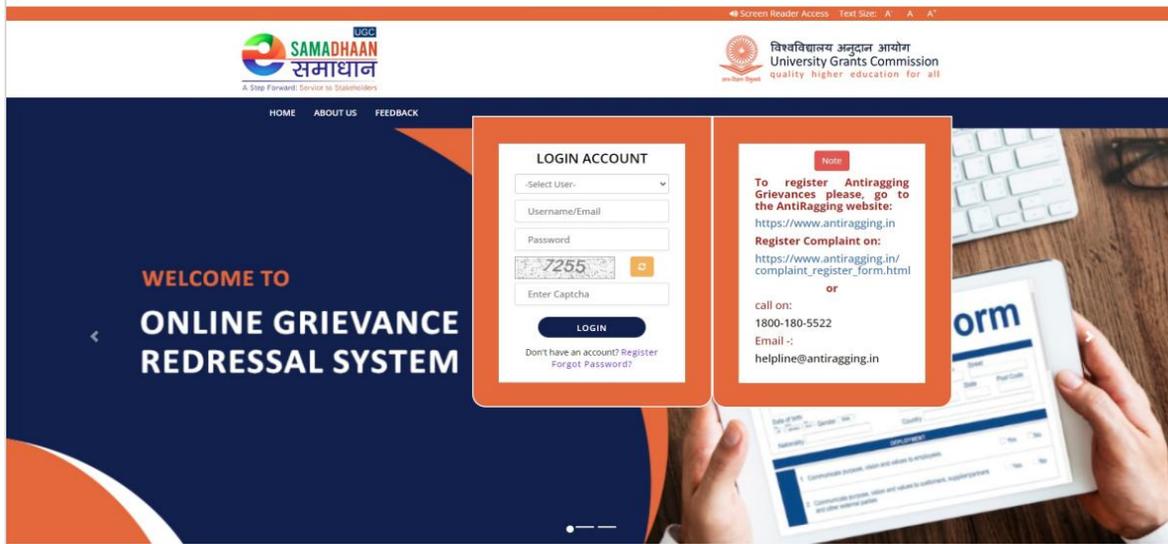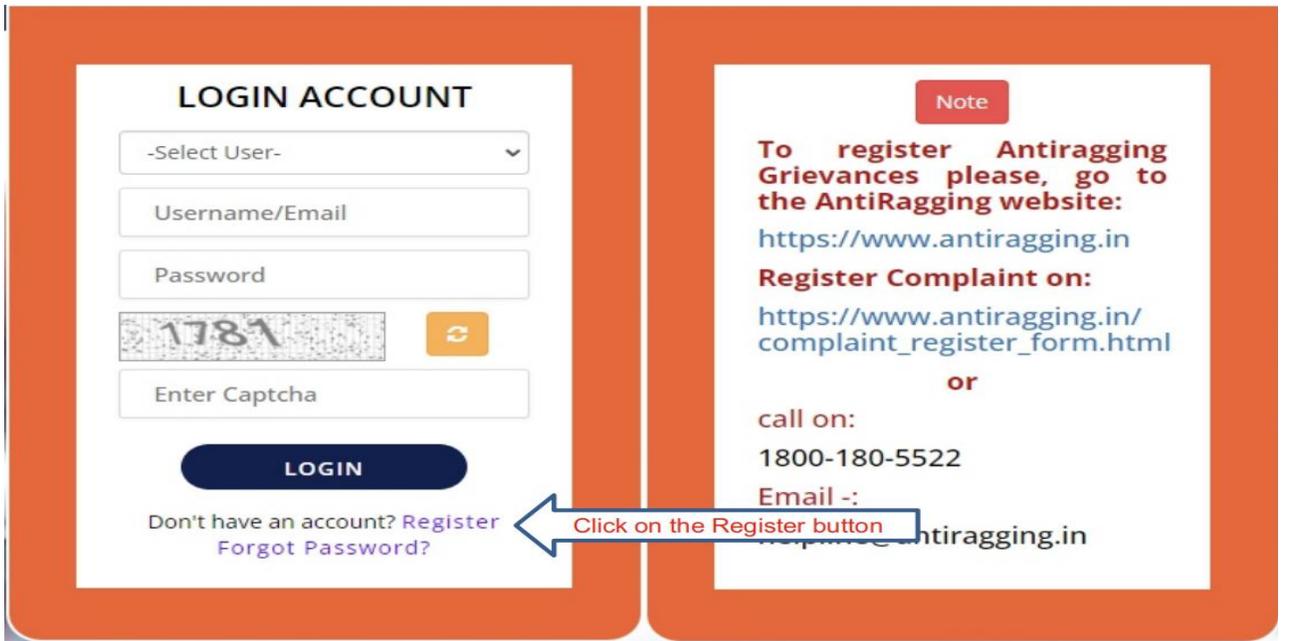
**Step 3:**

✓ 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.



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"

**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.