



தமிழ்நாடு ஆசிரியர் கல்வியியல் பல்கலைக்கழகம்

TAMILNADU TEACHERS EDUCATION UNIVERSITY

(Established under Tamil Nadu Act 33 of 2008)

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No.TNTEU/R/UGC/2020/174

Date: 30.05.2020

OFFICIAL COMMUNICATION

Sub: TNTEU – Establishment of Student Support, Welfare and Grievances Redressal Cell – Reg.

Ref: 1. UGC Letter No.F.1-1/2020 (UGC–TF-COVID-19 – Advisory), dated: 26.05.2020.
2. Resolution of the Syndicate dated 21.01.2020.

In the letter cited at reference, the Chairman, UGC has informed that the UGC has constituted a Task Force to address the grievances/concerns of the students due to COVID-19 Pandemic. A dedicated helpline and an email has been created for receiving the grievances from the students.

The Chairman, UGC has also informed that required actions be initiated as per the guidelines issued by UGC on 29.04.2020 and requested to establish a Cell for handling student grievances related to examinations and academic activities during COVID-19 Pandemic and notify effectively to the students (Copy of the letter enclosed).

Accordingly, the University has established a Student Support, Welfare and Grievances Redressal Cell and also constituted a Committee for this Cell.

Hence, the Principals of all the Colleges of Education affiliated to this University are requested to inform and notify effectively to the students about the Student Support, Welfare and Grievances Redressal Cell and inform their grievances to the following e-mail address.

Email: tnteustudentsgrievances@gmail.com

/By Order/

REGISTRAR i/c

To

The Principals of all the Colleges of Education.
Affiliated to Tamil Nadu Teachers Education University.

Copy to: 1) Dean of Faculty
2) Finance Officer
3) Deputy Registrars
4) PA to VC
5) Assistant Registrars
6) Registrar's Office

Encl: As above



ज्ञान-विज्ञान विमुक्तये

प्रो. धीरेन्द्र पाल सिंह
अध्यक्ष

Prof. D. P. Singh
Chairman



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

बहादुरशाह ज़फ़र मार्ग, नई दिल्ली-110002
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No. F. 1-1/2020 (UGC-TF-COVID-19 – Advisory)

26th May 2020

Subject: Monitoring grievances/ concerns related to Examinations and Academic Calendar in view of COVID-19 pandemic – regarding

Dear Vice Chancellors & Principals,

As you are well aware that in view of COVID-19 Pandemic, the University Grants Commission has issued the Guidelines on Examinations and Academic Calendar on 29th April 2020. The universities were advised to plan their activities keeping in view the safety and interest of the stakeholders, giving highest priority to the health of all concerned, while adopting and implementing the Guidelines.

The UGC has constituted a Task Force to address the grievances/ concerns of the students due to COVID-19 Pandemic. A dedicated helpline and an email have been made functional for receiving the grievances from the students. Also, a new Tab of COVID-19 related grievances has been created on UGC website for the same.

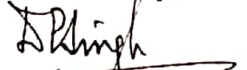
Based on the emails and phone calls received so far it has been observed that the grievances pertain to academics, examinations, admissions, fee, salary of faculty etc. The students have represented regarding completion of syllabi, technical glitches during online classes, conduct of face to face classes, infrastructural constraints, examinations, issues related to back papers, admission processes, collection of compulsory non-refundable deposits, etc.

You will appreciate that the grievances as mentioned above require actions on the part of the universities/colleges/state governments. Also, as per the guidelines issued by UGC on 29th April, 2020, every university is expected to establish a cell for handling student grievances related to examinations and academic activities during COVID-19 pandemic and notify effectively to the students.

In view of above, it is once again requested that the university may kindly establish the student grievances cell immediately, preferably by 30th May 2020, if not already done. Further, the Task Force constituted by the University and State Governments may be asked to take proactive measures in a time bound manner to redress the grievances of the students and stake holders. Measures taken by the University/State Government should be widely publicized so that there should not be any communication gap between the students and higher education institutions/ governments.

With regards,

Yours sincerely,


(D. P. Singh)

To:

1. **The Vice Chancellors of all Universities**
2. **The Principals of all Colleges**

Contd...2/-