STUDENT RIGHTS IN INDIA

University Accountability & Grievance Action Checklist | Legal position reviewed 11 November 2026

Important legal-status note: The UGC (Redressal of Grievances of Students) Regulations, 2023 remain the central student-grievance framework listed by UGC. The UGC Equity Regulations, 2026 were notified on 13 January 2026 but their implementation was stayed by the Supreme Court on 29 January 2026; the Court directed that the 2012 Equity Regulations continue until further orders. On 5 November 2026, the Union Government told the Court it was contemplating a committee to revisit the 2026 Regulations. No committee constitution or lifting of the stay was identified by 11 November 2026.

1. Before making a complaint: preserve the record

[ ] Keep the admission offer, prospectus, declared admission policy, fee schedule, receipts, scholarship sanction, hostel rules and relevant university ordinances.

[ ] Save emails, portal acknowledgements, notices, examination schedules, mark sheets, answer-sheet/revaluation records, screenshots and written responses.

[ ] Prepare a dated chronology: what happened, who was involved, when the institution was informed, what response was received and what remedy is requested.

[ ] Identify the correct route: SGRC/Ombudsperson, equity/discrimination mechanism, Internal Committee for sexual harassment, anti-ragging mechanism, disability-access process or a separate statutory/regulator route.

[ ] Use a factual, specific complaint. Request a receipt or complaint number and retain a copy of every submission.

2. Common matters covered by the UGC 2023 student-grievance regulations

[ ] Admission contrary to the published merit/admission policy, irregular admission procedure or refusal to admit contrary to that policy.

[ ] No prospectus, misleading prospectus information, excess fee demand or withholding admission documents to compel payment.

[ ] Delay or non-payment of scholarships/financial assistance; delay in examinations or results; failure to provide promised facilities.

[ ] Non-transparent or unfair assessment; delayed or refused fee refund within the applicable UGC policy; reservation-related complaints.

[ ] Alleged discrimination against SC, ST, OBC, women, minority or disabled students; harassment/victimisation; action contrary to applicable institutional or regulatory rules.

3. UGC grievance route: institutional committee to Ombudsperson

Stage	What to do / key time point
1. Institutional portal / SGRC	Submit the complaint through the institution's online grievance portal, addressed to the Students' Grievance Redressal Committee (SGRC) Chairperson. Keep the acknowledgement.
2. SGRC consideration	The SGRC must follow natural justice. Its report and recommendations should be sent to the competent authority and student, preferably within 15 working days.
3. Appeal	If aggrieved by the SGRC decision, appeal to the university Ombudsperson within 15 days of receiving that decision. Check the exact regulation and any applicable institutional rules.
4. Ombudsperson	The Ombudsperson should make all efforts to resolve the appeal within 30 days. The institution is required to comply with the Ombudsperson's order/recommendations under the Regulations.

4. Special protection routes: do not use one channel for every issue

Issue	Relevant framework / route
Discrimination / equity	As at 11 Nov 2026, the UGC Equity Regulations, 2012 continue under the Supreme Court's interim order. The 2026 Equity Regulations are notified but stayed; do not treat their Equal Opportunity Centre / Equity Committee model as presently operative solely because the 2026 text was gazetted.
Ragging	UGC 2009 anti-ragging Regulations and amendments remain applicable. National Anti-Ragging Helpline: 1800-180-5522 (24x7 toll-free); email: helpline@antiragging.in.
Sexual harassment	Use the institution's Internal Committee and the UGC 2015 Regulations / POSH Act, 2013 as applicable. Preserve communications and observe statutory complaint timelines.
Disability access / accommodation	Review the Rights of Persons with Disabilities Act, 2016, including equality, reasonable accommodation, accessible facilities and Section 32's 5% reservation in government and government-aided higher education institutions for persons with benchmark disabilities.
Mental health / safety	The Supreme Court's directions in Sukdeb Saha (25 July 2025) and the UGC's 13 January 2026 circulated Uniform Mental Health Policy guidelines are relevant. The UGC guidelines were placed in the public domain for comments; do not describe them as a Gazette regulation or assume every draft operational detail is a final statutory mandate.
Fee refund / original certificates	Use the applicable UGC/professional-regulator fee-refund policy and the 2023 SGRC route. The 2023 Regulations also list withholding admission documents to compel payment as a grievance ground.

5. Institutional accountability: university / college self-audit

[ ] Publish an accurate prospectus at least 60 days before commencement of admissions, with approved programmes/seats, eligibility, selection procedure, all fee components, refund terms, faculty and facilities.

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