



ज्ञान-विज्ञान विमुक्तये

प्रो. (डॉ.) जसपाल एस. सन्धू
सचिव

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Secretary



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission

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

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1st June, 2016

Dear Sir/Madam,

With the new academic session to commence soon, it is understood that all universities are getting busy with the process of admission in various programs of study offered at different levels of higher education. The admission procedure constitutes one of the most significant aspects of institutional functions and can lead to a lot of hassle and confusion for students if not carried out with utmost care and clarity. In this context, I would like to request you to do all it takes to ensure that elements of transparency, clarity and effectiveness of interface are infused into the system of admission instituted in your institution of higher education.

One effective mechanism to check different hurdles in the admission process and to handhold the prospective students is to set up a **24x7 helpline** in the university which can attend to queries, doubts, confusions and grievances of students and also provide support to help them enrol in your esteemed University or the Colleges affiliated to it. Such a helpline may be a one-stop solution to all admission related inquiries and problems of students and it will go a long way in creating a barrier-free and smoothly functioning system.

I request you to establish a helpline at the earliest with the notification on the homepage of the website of your esteemed University.

With kind regards,

Yours sincerely,

(Jaspal S. Sandhu)

The Vice-Chancellors of all Universities.

Copy to:

Publication Officer, UGC, New Delhi for uploading on UGC website.

(Jaspal S. Sandhu)