



GOA UNIVERSITY

The **University Grants Commission (UGC)** has launched a **single-window grievance redressal portal**, titled **UGC e-Samadhan**, to streamline the resolution of complaints raised by stakeholders including **students, teaching and non-teaching staff**. The portal offers a structured and time-bound mechanism for addressing grievances related to **admissions, examinations, scholarships, refund of fees**, and other aspects of academic life.

In line with this national initiative, **Goa University has adopted the UGC e-Samadhan Portal** and has appointed the **Deputy Registrar, Academic Division** as the **Nodal Officer** for facilitating and monitoring grievance redressal through the portal.

Official Website: <https://samadhaan.ugc.ac.in>

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

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:

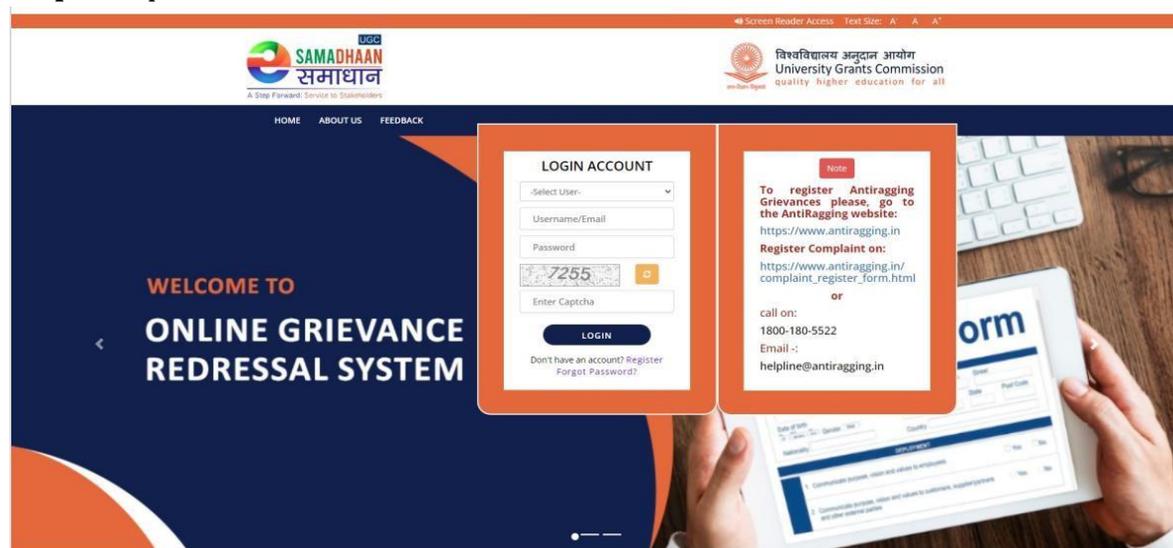
- Aadhar card or Id proof
- Mobile Number
- Email ID



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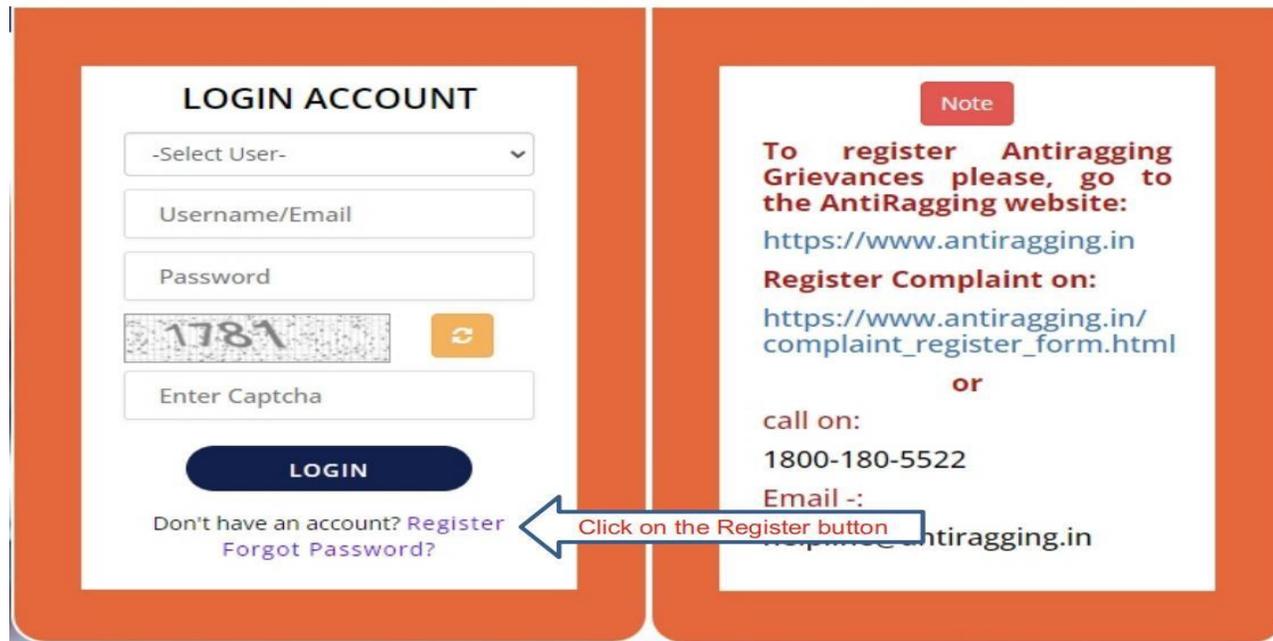
Procedure - How to Register on UGC e-Samadhaan Portal:

Step 1: Open the UGC e-Samadhaan Portal



Step 2:

- ✓ Fill out the registration form on a new page.
- ✓ You must fill out the form on a new page that will appear with the name "registration."





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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.



HOME ABOUT US FEEDBACK

Registration

Stakeholder*

Student

Personal Details:

Name*

Student Name

Email Id*

Student Email Id

Gender*

--Select--

Date of Brith*

dd-MM-yyyy

Mobile No*

Mobile No

Aadhar card

Aadhar card number

Address*

City*

City

Pin Code*

Pin Code

State*

--Select State--

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”

Course Details:

Level of Course

--Select--

Name of Programs

Name of Programs

Enrollment/ Register No.

Enrollment/ Register No

University Details:

University Type

--Select University Type--

Institute/University Name*

--Select Institute/University--

Address*

Pin Code*

Pin Code

State*

State

Login Credentials :

Password*

Enter the Password

Confirm Password*

Enter the Confirm Password

Disclaimer

I declare that all the above mentioned information is correct



Enter Captcha

REGISTER



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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.

All concerned stakeholders are requested to widely circulate this information and encourage timely registration and usage of the UGC e-Samadhan Portal for effective grievance redressal.