

**GOVERNMENT OF INDIA  
HUMAN RESOURCE DEVELOPMENT  
LOK SABHA**

UNSTARRED QUESTION NO:492  
ANSWERED ON:07.08.2013  
APPOINTMENT OF OMBUDSMAN  
Tanwar Shri Ashok

**Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:**

- (a) whether the Government proposes to mandate the appointment of Ombudsman in higher educational institutes;
- (b) if so, the details thereof;
- (c) whether such Ombudsman would also be appointed by private institutions and deemed to be universities; and
- (d) if so, the steps taken by Government to ensure that there is no conflict of interest in the working of the Ombudsman in such Institutions?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (DR. SHASHI THAROOR)

(a): Yes, Madam.

(b): The University Grants Commission (UGC) has issued the UGC (Grievance Redressal) Regulations, 2012 according to which every University and every deemed to be University shall appoint an Ombudsman for the redressal of grievances of students.

(c): Yes, Madam.

(d): These Regulations stipulate that the Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the University where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, his/her independence of judgement toward the University.

These Regulations further stipulate that the Ombudsman, or any member of his/her immediate family shall not hold or have held at any point in the past, any post or, employment in the office of profit in the University? have any significant relationship, including personal, family, professional or financial, with the University? and hold any position in the University by whatever name called, in the administration or governance structure of the University.