

Student helpline soon in all higher edu institutions

BENGALURU, DHNS: All higher education institutions, including degree colleges and the universities in the state must set up dedicated helplines to address student grievances.

The department of Higher Education will soon issue a circular directing all institutions to set up the helpline. The decision has been taken at the review meeting chaired by Higher Education Minister Dr C N Ashwath Narayan on Monday, where all senior officials from the department were present.

Following complaints from

students and parents about lack of facilities to hear student grievances, the minister discussed the same with the department officials.

He instructed to issue a circular directing all higher education institutions to follow the same.

Confirming the same to *DH*, Ashwath Narayan said, "A dedicated helpline for students in higher education institutions is a must and we will be issuing an official circular regarding the same."

He said the helplines should be handled by trained and stu-

dent-friendly personnel since they act as a bridge between the university authorities and the students.

"Every grievance of the student should be recorded and forwarded to the internal student welfare committee constituted at the institution-level and justice should be ensured to the students," he stated.

It has also been discussed to include the student helpline as one of the serious criterion while giving affiliation, and renewal of affiliation to the higher education institutions, in the state.