

Anti-Ragging Complaint Process Explained

Based on the UGC National Anti-Ragging Monitoring Agency, here is the step-by-step process for registering, acting upon, and tracking a ragging complaint.

1. Registering an Anti-Ragging Complaint

The registration process is designed to be simple, confidential, and secure. A victim or someone on their behalf can initiate the process.

- **Choose a Platform:** You can register via the 24/7 toll-free helpline (**1800-180-5522**), by emailing **helpline@antiragging.in**, or through the national portal at **antiragging.in**.
- **Access the Website Form:** Navigate to the "Register Complaint" section on the homepage or under the "Forms" menu.
- **Provide Details:**
 - **Category:** Specify the type of ragging (verbal abuse, physical abuse, or rowdy behavior).
 - **Victim Information:** Name, mobile number, email, gender, and caste (kept strictly confidential).
 - **College Information:** State, college name, pin code, and address.
 - **Incident Details:** Describe the incident(s) in detail and press the submit button.
- **Submit Evidence:** If you have any evidence (photos/videos), email it to the helpline.
- **Verification Call:** An executive from the national helpline will call your provided number to verify institutional details and the names of those involved.
- **Complaint Number:** Once verified, a unique **Complaint Number** will be assigned and sent to your email ID.

2. Action and Investigation Process

Immediate action is taken once the complaint is officially registered.

- **Forwarding within 24 Hours:** The complaint is immediately forwarded to the following authorities:
 - College Dean or Principal.
 - University Vice-Chancellor.
 - Nearby Police Station and City SP/DCP.
 - The respective governing council.
- **Internal Investigation:** The National Helpline Team follows up with your college's **Anti-Ragging Committee**.
- **Reporting Deadline:** The institution is required to submit a thorough investigation and "Action Taken Report" to the helpline within **one week**.
- **Satisfaction Guarantee:** The complaint remains active until the victim is fully satisfied with the resolution.

3. Tracking Your Complaint

The portal features an online management system to ensure transparency throughout the process.

- **Access Tracking:** Go to the antiragging.in website and look for the "Track your complaint" or "Check status" section.
- **Enter Complaint Number:** Use the specific complaint number provided during registration to log in.
- **View Progress:** You can see the entire history, including:
 - Audio files of executive calls.
 - Email communications with the college.
 - The final investigation report submitted by the institution.

For more details, you can visit the official website: antiragging.in

OR

Action and Investigation Process at College Level

Once the complaint is registered(1 Week time Period):

◆ **Verification & Initial Assessment**

- Complaint details are verified by the College anti-ragging committee.

◆ **Investigation by College / Authority**

- The college anti-ragging committee or disciplinary committee investigates.
- Interviews, evidence evaluation, site checks, and meetings may be conducted.

◆ **Action Taken Report (ATR)**

- Institution submits an **Action Taken Report** to the monitoring agency or UGC authority detailing how the case was handled.

Outcome & Discipline

Depending on findings:

- ✓ Warnings or counseling for first-time offenders.
- ✓ Suspension, fines, or other punitive actions for serious cases.
- ✓ FIR and legal action if physical abuse or criminal behavior is confirmed.
- ✓ Preventive measures (awareness programs, monitoring patrols).

- **Incident Occurs / Observed**
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- **Prepare Complaint Details & Evidence**
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- **Submit Complaint on Anti-Ragging Portal**
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- **Receive Complaint ID / Acknowledgment**
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- **Verification & Investigation by Authority**
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- **Action Taken by College / Committee**
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- **Submit Action Taken Report (ATR)**
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- **Track Complaint Status Online**
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- **Outcome / Closure / Appeal (if needed)**