

# 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.
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## 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.

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### 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](https://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**



- **Prepare Complaint Details & Evidence**



- **Submit Complaint on Anti-Ragging Portal**



- **Receive Complaint ID / Acknowledgment**



- **Verification & Investigation by Authority**



- **Action Taken by College / Committee**



- **Submit Action Taken Report (ATR)**



- **Track Complaint Status Online**



- **Outcome / Closure / Appeal (if needed)**