

UGC circular on 24x7 helpline for admission evokes mixed response

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Chennai: Myriad of courses both at the UG and PG level, thereby making admissions in the country not a Hobson's choice and guaranteeing students that wee bit of tension. In a bid to weed out the chaos, the University Grants Commission instructed universities to set up 24x7 helplines. While some universities are paying heed to the advisory and gearing up to set helplines, some others cited impracticalities and have chosen to ignore the same.

"We received the circular and are gearing up to set helplines where student queries will be answered round the clock. We are in the

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process of analysing cost of the same. If the proposed cost exceeds Rs 10 lakh, we might have to float a public tender. It will take some time before its up. We hope it will serve students corresponding with the goal UGC has in mind," said Manohar of the Tamil Nadu Engineering Admissions (TNEA) cell of Anna University. The UGC circular does not propose any deadline for setting up of the helpline.

Manivannan A, deputy registrar, SRM University,

said that even before UGC notification came up, the university was in the habit of addressing student queries, any time any day. "As a private university, we have more onus of providing the best to students and to ensure they don't face any hassles when it comes to enrolling in our university. We have a dedicated help desk that answers student queries, by both phone and email, almost immediately without causing any delay, even long before the UGC advisory came up."

However, P David Jawahar, registrar, University of Madras said that while he welcomed the move of the UGC, he didn't find much use in the same with respect to his university.