UPES ONLINE

UNIVERSITY OF TOMORROW

UPES ONLINE STUDENT BULLETIN ACADEMIC YEAR 2025-26

UPES Dehradun, Uttarakhand - 248007

MESSAGE FROM THE VICE CHANCELLOR

Dr. Ram K Sharma
Vice Chancellor

My Dear Students,

Welcome to a new journey of learning, growth, and discovery. As you embark on this journey, remember that every human being has infinite potential. You are capable of achieving greatness beyond your wildest imagination.

However, this potential cannot be realized without hard work and effort. Remember that every action or inaction has consequences, and it is up to you to decide which path you want to take. With dedication and perseverance, you can attain the success you desire. One of the things that you will learn at the University will be to become independent and assume responsibilities of your actions or inactions.

Also remember that learning is a lifelong process, and it is never too late to start. You are never too old or too young to learn something new. So, embrace every opportunity that comes your way, and never stop exploring.

I would like to share with you a few stories that will inspire you to do great things in life.

The first story is from the Syadvada philosophy of Jainism which is popularly known as "The Elephant, and Blind Men". This story teaches us that truth has several facts. We must look at things from different perspectives before making judgments. We must be open-minded and willing to listen to others' opinions. The second story is a conversation with Buddha and his disciple Ananda where Buddha tells him "Aatmadipo Bhav" i.e. to become his own light, which tells us that we can be our own light as well as illuminate the entire world. You have the power to make a difference in the world, and it starts with believing in yourself.

The third story is from one of my favourite books Siddhartha by Hermann Hesse where the protagonist Siddhartha meets Buddha and asks a few questions to display his intelligence despite knowing that he was talking to an enlightened one. Buddha told him "You are clever, my friend. Be on your guard against too much of cleverness". This quote reminds us that intelligence alone is not enough. We must use our intelligence wisely, be on our guard against arrogance of knowing and not let it cloud our judgment. Let's always stay humble and hungry for learning

Table of Contents

ABOUT UPES ONLINE

UPES Online, erstwhile Center for Continuing Education, is the digital learning vertical of UPES, aimed at empowering professionals looking to advance in their careers, students aspiring to upskill, and individuals striving to achieve personal goals. It offers a range of flexible, industry-relevant programs designed to equip learners with the skills needed to thrive in today's dynamic job market. UPES Online offers MBA, MCA, BBA, and BCA degrees, all enhanced with industry masterclasses and immersive experiences, maintaining the same level of academic rigor as traditional in-person programs. Additionally, the platform provides intensive 10-month Post Graduate Certificate Programs (PGCP) in fields such as Oil and Gas, Renewable Energy, and Industrial Safety.

UPES Online is an extension of UPES, a UGC-entitled, multidisciplinary, not-for-profit, research- driven university, committed to academic excellence, exemplary student outcomes, and social impact. As the 'University of Tomorrow', it pioneers transformative education, shaping learners into changemakers. With seven schools, including Computer Science, Advanced Engineering, Health Sciences and Technology, Design, Business, Law, Liberal Studies and Media, UPES provides industry-ready education to over 16,000 students at its campuses in Dehradun.

As per the National Institutional Ranking Framework (NIRF) 2024, UPES has been ranked 46, with a rank of 42 in engineering and a rank of 41 in management. In addition to this, the university has been ranked the No.1 private university in academic reputation in India by the QS World University Rankings 2025 and is among the top 2% of universities in the world. UPES has also been accredited by NAAC with a grade 'A' and has received 5 stars on Employability (placements), by globally acclaimed QS Ratings. The university has had 100% placements over the last five years. Forty-six (46) faculty members of UPES are among the world's top 2% researchers as per the Stanford University list.

For more information, visit **upesonline.ac.in** or contact the UPES toll-free number at **080-69894029**.

VISION

- To be an institution of global standing for developing professionally competent talent contributing to nation-building.

MISSION

- Develop industry-focused professionals with an international outlook.
- Foster effective outcome-based education system to continually improve teaching-learning and Research.
- Inculcate integrative thought process among students to instill life-long learning.
- Create global knowledge ecosystem through training, research & development, and consultancy.
- Practice and promote high standards of professional ethics and develop harmonious relationship with environment and society.

UPES Online Core Values

- Respect
- Innovation
- Passion
- Inclusivity
- Trust

ACADEMIC INFORMATION

UPES Online – Degree courses

In order to democratize management education and, with a view to making it more learner-centric, UPES Online offers a vast range of online management programs carefully designed to meet the current industry requirements. They are not only flexible and affordable, but they also cater to diverse learning needs and equip learners with valuable skills for personal and professional growth. UPES, Dehradun, allows people across the globe to a UPES Online quality education. This is also an elixir for working professionals who may not have access to traditional educational institutions due to location, time constraints, or other commitments. Programs at UPES Online offer self-paced learning options, allowing the learners to progress through the study material at their own speed. This personalized four-quadrant approach caters to different learning styles and ensures that learners can fully grasp concepts before moving on to the next topic. Live weekend classes also allow for more in-depth exploration of complex subjects or additional practice for challenging concepts. Thus, UPES Online programs promote active participation and collaboration, develop critical thinking and life skills, and foster a dynamic learning environment that goes beyond traditional lectures.

Program types offered by UPES Online (erstwhile Centre for Continuing Education):

Program Name	Duration (in Years)	
	Minimum	**Maximum**
Master of Business Administration	2 years	4 years
Master of Computer Application	2 years	4 years
Bachelor of Business Administration	3 years	5 years
Bachelor of Computer Applications	3 years	5 years

Students who are unable to appear for any examination within thr program tenure may request an extension of *n+2 years to appear for the examination. Please note that 'n' refers to the stipulated tenure of the program.

NOTE:-
The Merit of the Case and the review of the current academic/fee status of the student is considered on case to case basis. However the approval for extension is completely upon the discretion of the Hon'ble Vice Chancellor.

UPES Online – Post Graduate Certificate programs (PGCP)

The Post Graduate Certificate programs offered by UPES Online provide a unique blend of academic excellence and industry relevance, catering to the dynamic needs of professionals seeking to advance their careers. These programs are designed to offer flexibility and accessibility, allowing students to pursue their studies while balancing work and other commitments.

One of the key advantages of UPES's postgraduate certificate programs is their industry-driven curriculum, which is regularly updated to align with the latest trends and requirements of the respective fields. This ensures that students acquire relevant knowledge and skills that are directly applicable in their professional roles.

Additionally, UPES's strong industry partnerships and collaborations provide students with opportunities for internships, projects, and networking, further enhancing their learning experience and employability. Whether in areas such as energy, supply chain, infrastructure, or industrial safety, UPES's postgraduate certificate programs equip students with the expertise and credentials needed to excel in their chosen fields and make a meaningful impact in the industry.

- Industry-relevant Curriculum: UPES's PGCP programs are crafted with input from industry experts, ensuring that students gain practical skills and knowledge that are directly applicable to their chosen fields.
- Flexible Learning Environment: With an online platform, UPES Online provides flexibility for working professionals to pursue their postgraduate studies without compromising their career or personal commitments.
- Experienced Faculty: Students benefit from the guidance of experienced faculty members who bring real-world expertise and insights into the virtual classroom, enriching the learning experience.
- Interactive Learning Resources: UPES Online offers a range of interactive learning resources such as virtual labs, case studies, and multimedia presentations, enhancing engagement and understanding among students.

Program Name	Duration (in months)	
	Minimum	Maximum
Post Graduate Certificate Programs (PGCP)	10 months	20 months

Students who are unable to appear for any examination within the program tenure may request an extension of *n+2 years to appear for the examination. Please note that 'n' refers to the stipulated tenure of the program.

NOTE:-

The Merit of the Case and the review of the current academic/fee status of the student is considered on case to case basis. However the approval for extension is completely upon the discretion of the Hon'ble Vice Chancellor.

RUNWAY INCUBATOR

Runway Incubator helps start-ups convert their ideas into real and viable businesses. Its goal is to assist brilliant innovators in navigating the early stages of setting up a start-up and reaching the point where they have developed a product/service impressive enough to raise money. This will be achieved through a mix of mentorship, grants and investments, legal and incorporation support, and allocation of workspace.

Runway is not a traditional classroom; it is an intense, mentor-driven incubation program designed for those who are keen to build their businesses. Throughout the program, start-ups will refine ideas and business models, develop prototypes, and identify key customers and investors.

Since its inception, Runway has worked with several start-ups from different sectors. They have gone on to create compelling products and made a difference to society

Runway Incubator has incubated about 250+ start-ups and 80+ start-ups have been given grants to help their business grow.

To know more - https://www.runwayincubator.com/

CAREER ASSISTANCE

At UPES Online, we are committed to equipping our students with the skills and knowledge needed to thrive in the industry. Our comprehensive career assistance program ensures that students are well-prepared for the professional world. Here are some of the key services we offer:

1. **Resume Building**: Crafting a high-quality resume is essential for making a strong first impression. Our experts guide students in creating effective resumes tailored to industry standards.
2. **Email Etiquette**: Effective communication via email is crucial in today's workplace. We provide guidance on professional email writing, ensuring that students convey their messages clearly and courteously.
3. **Interview Preparation**: Facing interviews can be daunting. Our team conducts mock interviews, offers personalized feedback, and shares valuable tips to help students perform confidently during actual job interviews.
4. **Industry Insights**: We keep students informed about industry trends, job market dynamics, and emerging opportunities. This knowledge empowers them to make informed career choices.
5. **Networking**: Building professional networks is essential. We encourage students to connect with industry professionals, attend seminars, and participate in networking events.

Whether you are a recent graduate or looking to enhance your career prospects, UPES ONLINE's career assistance program is designed to support your journey toward success.

STUDENT ENGAGEMENT AND SUPPORT

Numerous activities are organized to inculcate character qualities, bring in desired attitudinal changes and hone behavior skills. Major activities covered are as follows:

- Mentoring and Personal Counselling
- Grievance Redressal
- Student Welfare

The University focuses on all-round personality development of students. Cultural activities are an integral part of personality development. UPES Online organizes numerous activities which gives a platform to students to showcase their talents. The major activities planned are:

Online Fresher's Evening: An official welcome for first-year students, the online Fresher's Evening is organized by the Student Engagement team of UPES Online. During this lively event, students registered for the semester are invited to showcase their talents. However, only performances by registered students are permitted; no outside performances are allowed.

Other Engaging Events: Various online events are organized to keep students engaged.

UPES Online Helpdesk

- **UPES Online Helpdesk:** Please raise a ticket on our Helpdesk by dropping mail at upesonline.helpdesk@ddn.upes.ac.in. The support team will reach out to you within one working day.
- **UPES Online helpdesk Contact:** We have a dedicated toll-free number 080-69894029, operational from Monday to Saturday from 9.00AM to 5.00PM

Individual Attention: Students needing individual attention or having queries to be resolved by faculty members may request assistance from UPES Online helpdesk

ACADEMIC CALENDAR

Activity	Batch	Schedule/Last Date	Important Notes
Orientation Session	January	Within a week before commencement of program	Recordings will be uploaded on LMS.
	July	Within a week before commencement of program	
Assignments for Degree Programs	January	15th May	Session wise assignments allocated on the LMS.
	July	15th November	
Exam Registration	January	20th Apr - 20th May	Students register on student portal and book the exam slots on registration link of exam portal shared on email.
	July	20th Oct .- 20th Nov.	
	March (Supplementary exam)	20th Jan - 20th Feb .	
Term-End Examination	January & July	3rd and 4th Week of June	Examinations shall be conducted between 3rd and 4th Week of June
		2nd and 3rd Week of December	Examinations shall be conducted between 2nd and 3rd Week of December
		3rd and 4th Week of March (supplementary)	Examinations shall be conducted between 3rd and 4th week of March
Result Declaration	January & July	Last week of July	Students can download their grade cards from the UPES Online Student Portal.
		Last week of January	
		Last week of April	
Registration to next Semester	January	By 20th July or as communicated by the University	Late fee to be charged as applicable.
	July	By 20th January or as communicated by the University	

Note: The dates mentioned are tentative and may be revised. Any change will be notified.

EXAMINATION AND ASSESSMENT

Purpose: To guide students of UPES Online regarding the registration process, slot booking, and familiarization with the online examination platforms. The aim is to ensure a smooth and transparent process, helping students to adequately prepare for their online examinations. Step by Step process is as follows:

1. **Registration**

   Students will be notified via email about upcoming examinations and its registration process Students must register on the designated online platforms. A registration link will be provided in the notification email.

2. **Slot Booking for Examinations**

   Upon successful registration on the examination platform, students will receive an email containing instructions on how to book their examination slot.

   Students must book their examination slots within the specified timeframe to secure their preferred time and date for the examination.

3. **Familiarization with Online Examination Platforms**

   Once the examination slot is booked, students will receive:

   - A video link demonstrating the use of the online examination platform.
   - A training document providing step-by-step instructions on navigating and using the platform.

   Students are required to review these materials to ensure familiarity with the platform's functionalities before the examination date.

4. **Responsibilities of Students**

   - Students are responsible for completing the registration and slot booking within the deadlines provided.
   - Students must use the training resources provided to ensure they are comfortable with the online platform.
   - Students are responsible for ensuring that their equipment (computer, internet connection, etc.) is functional and compatible with the online examination requirements.

5. **Support and Assistance**

   - Students facing issues with registration, slot booking, or accessing the training resources may contact the UPES Online Helpdesk at upesonline.helpdesk@ddn.upes.ac.in
   - Technical assistance will be available during regular business hours leading up to the examination period.

6. Examination Eligibility

To be eligible for the examination, students are required to clear any outstanding fees by the due date. No extensions will be granted.

7. Evaluation Criteria

UPES Online follows an instructor-led continuous evaluation system. The evaluation criteria are as follows:

Assessment (Theory Paper)	Weightage (UG & PG Programs)
Assignment	30%
Semester End Examination	70%

Details pertaining to assessments and evaluations for each course shall be communicated to the students on the first day of class.

8. Assignments

Assignments are to be submitted through the Learning Management System (LMS).

LMS access is provided to students at the beginning of the session. Each subject includes two assignments:

- **Assignment 1:** Multiple choice questions on the related topic.
- **Assignment 2:** Case Study / Descriptive.

9. End-Term Examination Layout

The end-term examination question paper will have a duration of 3 hours (180 minutes) and will be structured as follows:

Sections	Type	# Questions	Marks
Section A	Direct Memory Based and Conceptual Questions (MCQ)	25	50
Section B	Analytical Questions based on understanding of concepts - descriptive	02	20
Section C	Application of concepts – Case study / descriptive	02	30

10. Dissertations for MBA / MCA / BBA / BCA Programs

Each student seeking to acquire their Bachelors or Masters Degrees in Management from this University, needs to successfully complete a Dissertation Project. The student's objective is to incorporate concepts learned throughout the MBA/BBA program to address a strategic challenge facing a host organization.

Program	Semester	Step 1	Step 2
Master of Business Administration (MBA)	Semester 4	Synopsis Submission & Approval	Dissertation Submission
Masters of Computer Applications (MCA)	Semester 4	Synopsis Submission & Approval	Dissertation Submission
Bachelor of Business Administration (BBA)	Semester 6	Synopsis Submission & Approval	Dissertation Submission
Bachelor of Computer Applications (BCA)	Semester 6	Synopsis Submission & Approval	Dissertation Submission

Dissertation Guidelines :- **Click Here** to download the Dissertation Guidelines.

11. **Re-Evaluation**

Students can contest their evaluation. If a student is not satisfied with the awarded marks/grade(s), they can request re-evaluation towards the end-semester component for that course. Re-valuation window will open for the students which shall be notified by the Office of the Controller of Examinations.

12. **Final Grade Calculation**

The final grade received by a student will reflect the Semester End assessment (70%) and the Assignment assessment (30%). Supplementary Examinations, where applicable, shall carry a weightage equivalent to the weightage of the End Term Assessment.

13. **Attendance Criteria**

Students are required to maintain 75% of the total time engagement to be eligible to appear for term-end examinations. The University leverages technology, Learning Management Systems (LMS), to record and track student attendance based on their engagement. Activities logged include attending live classes, participating in webinars, watching pre-recorded videos, reviewing suggested readings, attempting quizzes, and completing assignments.

14. **Supplementary Examinations**

Supplementary examinations will be conducted to help students pass a particular course. Students will have to pay a requisite fee (Rs 1000 per course) as per policy of the University for appearing in supplementary examinations. Supplementary Examinations, where applicable, shall carry a weightage equivalent to the weightage of the Summative Assessment (or End-term examination).

15. Examination Weightages

Program	Exam-Type	Weightage	Exam-Type	Weightage
MBA/BBA/MCA/BCA/PG Certification Programs	Assignment 1 & Assignment 2	15% + 15% = 30%	Term End Examination	70%

16. Grade Scale

The following grade conversion scale shall be applicable for the calculation of SGPA/CGPA for UG / PG and certificate exam.

Range of Marks	Grade	Grade Point
91 and above	O	10
81-90	A+	9
71-80	A	8
61-70	B+	7
51-60	B	6
46-50	C+	5
40-45	C	4
<40	F	0
Exempt	E*	

Semester result will be declared within 6 weeks of completion of term end examination. The result/grade card can be checked from the **UPES Online Student portal.**

Students in all undergraduate programs (BBA/BCA) will maintain a GPA, SGPA and CGPA of 5.0 on a scale of 10.0. For these students the passing criteria for each individual subject shall be 'C' or equivalent of 4.0.

Students in all graduate and post-graduate programs (MBA/MCA/PG Certification Program) will maintain a GPA, SGPA and CGPA of 6.00 on a scale of 10. For these students the passing criteria for each individual subject shall be 'C' or equivalent of 4.0.

PROGRESSION POLICY

Course Completion Requirement:

Each course includes two components. Assignment (30%) and End-term examination (70%). A minimum composite (exam + assignment) score of 40/100 is required to pass.

Assignment:

- If a student does not submit the assignment by the deadline, they will receive zero marks for it.
- To pass, they must score at least 58/100 from the exam to get minimum composite score of 40/100**.**

End-Term Exam:

- If a student misses the end-term exam but has submitted the assignment, they must appear for a supplementary exam in the next semester, which will be conducted alongside the next semesters' exams.
- A supplementary exam fee will be applicable.
- To pass, they have to score enough marks in the exam so that their combined (composite) score of assignment + supplementary exam is at least 40/100.
- If the combined score of assignment and exam is less than 40, the student must appear for a re-examination. A re-examination fee will apply.

Note: It is strongly recommended that students complete their exams in the same semester to avoid the burden of multiple exams accumulating in the following term.

E-LIBRARY

At UPES Online, we provide a digital platform that aims to provide free access to a vast collection of books giving an opportunity to explore a wide range of literary works. The link to E-library along with their credentials and User Guide link are shared with each student by the UPES Online helpdesk team. Users can access / download multiple books simultaneously depending upon the publisher's policy. Kindly follow the instructions provided on the publisher's portal.

User may download books / book chapters / limited number of pages depending on the publisher policy. References to course-related books will be given in course plan or concerned subject faculty will suggest course related books. The student is free to explore and enjoy the literary treasures it offers.

You will find the link on the website. User Id and Password will be provided by the University.

PROGRAM CHANGE PROCESS (DEGREE)

The policy outlines the process and conditions for students who wish to change their program of study. Students are allowed to change their program till the end of the first year only, subject to the following process.

Process of Program change –

Apply for program change through the application form.

| Apply for program change through Application form | Recommendation from Program lead of current Program | Approval from UPES Online Director | Registrar for final approval | Decision conveyed to student |

Terms and Conditions:

- Program change is allowed till the end of the first year only.
- Students need to clear all his/her subjects of the first year to change the Program.
- Students will pay the semester fees as per the new program.
- The change will be entertained once during the program tenure.
- The Registrar will be the final approving authority for a change in the program.

FEE STRUCTURE

Fee Structure for Masters Programs

Program	Specialization	AY'25		
		Year 1 (INR)	Year 2 (INR)	Total
MBA	Digital Business	95,000	80,000	1,75,000
	Marketing Management			
	Human Resources Management			
	Finance Management			
	Operations Management			
	Business Analytics			
	International Business			
	Infrastructure Management			
	Logistics and Supply Chain Management		1,00,000	1,95,000
	Oil and Gas Management		1,25,000	2,20,000
	Power Management			
MCA	Artificial Intelligence and Machine Learning	85,000	85,000	1,70,000
	Cyber Security and Forensics			
	Data Science			

Fee Structure for Bachelors Programs

Program	Specialization	AY'25		
		Year 1 (INR)	Year 2 (INR)	Year 3 (INR)
BBA	Operations Management	50,000	50,000	50,000
	Marketing Management			
	Human Resources Management			
	Finance Management			
BCA	Cloud and Security	50,000	50,000	50,000
	New Age Technology			
	Data Analytics			

Fee Structure - Post Graduate Certification Programs

Non - Degree Offerings		
S. No.	**Programs**	**Fee without GST**
1	PGCP Oil & Gas Management	90,000/-
2	PGCP Power Management	85,000/-
3	PGCP Renewable Energy	95,000/-
4	PGCP Industrial Safety	75,000/-
5	PGCP Logistics and Supply Chain Management	85,000/-
6	PGCP Data Science	LIVE – 84,000/- Self-Paced - 50,000/-
7	PGCP Air Business Management	75,000/-
8	PGCP International Business	75,000/-
9	PGCP Business Analytics	75,000/-
10	PGCP Finance Management	75,000/-
11	PGCP Marketing Management	75,000/-
12	PGCP Human Resource Management	75,000/-
13	PGCP Operations Management	75,000/-
14	PGCP Artificial Intelligence & Machine Learning	LIVE – 10,5000/- Self-Paced - 62,000/-
15	PGCP Data Analytics	LIVE – 60,000/- Self-Paced - 42,000/-

Other Prescribed Fee

Convocation Fee	Rs. 2000/- to be paid in penultimate semester
Alumni Fee	Rs. 1500/- at the time of registration
Supplementary Examination	Rs. 1000/- per subject
Re-evaluation of answer sheet	Rs. 250/- per subject Note:- In case error is found fee shall be refunded
Duplicate Grade Card	Rs. 500/- per set
Transcript Fee	Rs. 500/- per set
Duplicate Degree	Rs. 2500/-

FEE PAYMENT

The student has the option to pay the full program fee / one-year fee / per semester fee.

The fee can be paid online through the Student Portal or through the Online payment gateway on the UPES Online website # https://admission.cce.upes.ac.in/Existingstudent/payonline

Alternatively, students can also pay by NEFT/RTGS. The Bank details are as below.

Name of Beneficiary	UPES
Bank Name	Axis Bank
Account Type	Saving Account
Account No	911010064016267
IFSC/RTGS Code	UTIB0000552
Branch	HAUZ KHAS, NEW DELHI
SWIFT Code	AXISINBB552

In case of a NEFT/RTGS payment, please share your transaction reference number along with the above details (SAP ID, Name, Contact Number and Email Id) through E-mail to njain@ddn.upes.ac.in

For any payment received through NEFT/RTGS without the details mentioned in the e-mail, the university shall not be liable for non-recognition for such payment

FEE REFUND POLICY

Refund policy for Academic Year 2025-26 (July 2025 and January 2026 batch) applicable for all the degree programs running under UPES Online.

All Degree Programs	
Refund Scenarios	**Total Deductions**
Full Fee Refund till the last date of admission as notified by UGC DEB(Distance Education Bureau)	No Deduction
Up to 15 calendar days from the last date of admission	50% of the aggregate fee of 1st Semester
After 15 calendar days from the last date of admission	100% of the aggregate fee of 1st Semester

Refund policy for Academic Year 2025-26 (July 2025 and January 2026 batch) applicable for all the Non-Degree programs running in UPES Online.

Refund Scenarios	Total Deductions
Admissions before commencement of course	
Full Fee Refund before the commencement of the course	No Deduction
Up to 15 calendar days from the commencement of course	50% of the aggregate fee of 1st Semester
After 15 days from the commencement of course	100% of the aggregate fee of 1st Semester
Admission after commencement of course	
Up to 15 days from date of admission	50% of the aggregate fee of 1st Semester
After 15 days from date of admission	100% of the aggregate fee of 1st Semester

PROCESS TO APPLY FOR WITHDRAWAL

1. Students need to submit a refund request form with a valid reason available at the UPES Online website and email the same to upesonline.helpdesk@ddn.upes.ac.in

2. Students will be informed through email about the refund transaction details.

3. Refund process will take 40-45 calendar days from the date of applying for withdrawal.

4. Withdrawal will only be considered after submission of refund request form through email. Withdrawal date will be considered on the day email is received.

5. UPES Online Management reserves all the rights and will be the final authority on any decision-related matters.

RE-REGISTRATION PROCESS

1. Students need to re-register every semester by paying the semester fee.

2. In case of medical / family or any other unintentional circumstances, the student needs to inform his/her course coordinator and take prior approval over email for not being registered.

3. If a student is unable to pay fees, then he/she needs to take prior approval and clear his/her dues before the date notified (through email/calendar).

4. The student will not get access to the LMS until all dues are clear.

DE-REGISTRATION / NAME STRIKE-OFF PROCESS

If the student is de-registered from the enrolled program, He/she will not be able to avail of any university facilities, attend classes, or appear in examinations.

The process of De-registration will be under the following conditions:

- If the student is not registered/paid fee for a complete year without prior approval
- Vice-Chancellor will be the final appellate authority for all such cases.

SCHOLARSHIP POLICY

To reward talented candidates, UPES Online announces Scholarship Policy, while inviting applications for Bachelors and Masters program admissions.

Who will get the Scholarship?

All students who have enrolled in the **Bachelors and Masters program of UPES Online** and have met the following stated criteria shall be eligible for consideration for this scholarship.

Applicants should meet the following criteria

- Should have enrolled in the UPES Online
- Should have completed –
  ✓ Class 12th by 31st July 2025 for UG
  ✓ Graduation by 31st July 2025 for PG + a minimum of 3 years working experience
- Should be a citizen of India

Scholarship Criteria for PG Programs

Work Experience while joining UPES Online course (Years)	Graduation Marks	Scholarship amount (%)	Allocation
3	55% and more	10%	Benefit transfer Sem-wise after fee deposit (Equal distribution*)
5	55% and more	15%	Benefit transfer Sem-wise after fee deposit (Equal distribution*)
10+	55% and more	20%	Benefit transfer Sem wise after fee deposit (Equal distribution*)

Scholarship Criteria for UG Programs

12th Class Marks	Scholarship amount (%)	Allocation
75.01 to 85%	10%	Benefit transfer Sem-wise (Equal distribution*)
>85%	15%	Benefit transfer Sem-wise (Equal distribution*)

Given below is the example to explain equal distribution:

Assume -

- Course fee: Rs. 100,000/-
- Scholarship given: 10%
- Total Scholarship amount: Rs. 10,000/-
- Benefit transfer 1st semester: Rs. 2500/-
- Benefit transfer 2nd semester: Rs. 2500/- (on meeting T&C/Renewal criteria)
- Benefit transfer 3rd semester: Rs. 2500/- (on meeting T&C/Renewal criteria)
- Benefit transfer 4th semester: Rs. 2500/- (on meeting T&C/Renewal criteria)

Term & Conditions / Renewal Criteria

The terms and conditions outlined herein ("Terms and Conditions"), shall govern the SCHOLARSHIP PROGRAM at "UPES" (erstwhile University of Petroleum and Energy Studies).

By participating in the scholarship program, the student concerned (User) agrees as follows: -

- The student should not be a Fee Defaulter at any time during the program.
- The student should be regular in attending his classes and examinations.
- In the event of discontinuance of the scholarship for any reason whatsoever, the scholarship shall not be renewed.
- UPES reserves the right to change, modify or withdraw the scholarship or its Terms & Conditions, without any prior notice
- Special fee benefits under corporate MOU and academic scholarships or any other similar scheme, can't be combined.

Scholarship Benefits

- The scholarship will be offered for the full course duration on the full course fee, subject to fulfilling the renewal criteria.
- Scholarship amount will be transferred/adjusted in the course fee semester-wise based on the renewal criteria.
- Scholarship will be given in the form of Fee Concession; Fee Discount; or Fee Waiver.

- Awarded scholarships can't be exchanged for cash/cheque or transferred to any other course or academic year etc. The scholarship amount will be adjusted against student fees.
- UPES reserves the right to withdraw or amend any listed scholarship without prior notification and at any point in time at its sole discretion.
- If scholarship-selected students choose to decline admission to the selected course offer, said students' scholarships shall become void ab-initio. In case of withdrawal, the scholarship granted shall be withdrawn & refund shall be granted as per the normal fee structure.
- A student will be eligible for the award of only one type/scheme of Scholarship in a given Academic Year.

Disclaimer

- Notwithstanding anything under this Scholarship scheme, UPES's Management has sole discretion to edit, modify, change, update, continue or abandon above-mentioned Scholarship going Forward at any given point in time, without any prior written intimation. The Vice Chancellor will be the final deciding authority for all scholarship decisions as stated in this specific disclaimer.
- There is no concept of automatic renewal for next semester. The Scholarship Committee shall decide every semester subject to the renewal criteria.
- Please note that this communication is without prejudice to any rights of UPES and this communication should not be considered as a waiver of any rights of UPES in the applicants' favour.

MEDAL POLICY

(Applicable to the graduating batch)

Introduction

The UPES Medal Policy outlines the eligibility criteria and evaluation process for awarding University Medals. This policy is applicable to all undergraduate and postgraduate students, enrolled in UPES Online. University Medals are conferred upon students who have exhibited outstanding academic excellence during their tenure at UPES, provided they fulfil the specific eligibility requirements established by UPES.

Eligibility Criteria for Award of Silver Medal

1. Topper of each program with a minimum CGPA of 8.5
2. Batch size having more than or equal to 10 students
3. Students must not have faced any disciplinary action during their time at the University.
4. There should be no record of an 'F' grade or any improvement examinations.
5. If the top-ranking student in the Order of Merit is found ineligible, the medal will be awarded to the next eligible student in the order of merit.
6. Specializations within the same program will be treated as a single batch for medal consideration. (Applicable for MBA (General) and BBA (General))
7. In the event of a tie, the Merit Order will be determined based on the CGPA calculated up to the third decimal place.
8. Students must complete their degree within the minimum time frame stipulated by UGC regulations.

Disclaimer

1. Notwithstanding anything under this policy, UPES Online Management has sole discretion to edit, modify, change, update, continue or abandon above mentioned policy going forward at any given point in time, without any prior written intimation.
2. Vice-Chancellor will be the final deciding authority for all the decisions as stated in this specific disclaimer.
3. In case of a tie for the position of merit for award of Silver in each of the program across all UG & PG programs, the merit order will be decided on CGPA calculated up to the 3rd decimal point.

ALUMNI POLICY

Registration as a Member of UPES Online Alumni

- The term alumni refers to individuals who have successfully graduated from degree programs from UPES Online (UG / PG) in OL/ODL mode
- One-time alumni registration fee of ₹ 1500/- at the time of admission (will be included in the first semester fee)
- Registration of alumni will be done by registering on the UPES Alumni portal for which a link will be shared before convocation.

Communication to Alumni

UPES Online will maintain an alumni directory that will be used to communicate with alumni through email, newsletters, social media, and other channels. UPES Online will also provide regular updates on the institution's activities and accomplishments, as well as alumni-specific events and opportunities.

Involvement Opportunities and Benefits: UPES Online will provide a variety of benefits to its alumni, including:

- 20% Fee waiver on future Degree programs
- Networking and mentorship opportunities
- Can join Advisory panels, Fund raising.
- Virtual reunion events / Selected Alumni to be invited to attend face to face events
- Guest lectures and master classes.

SOCIAL MEDIA POLICY

The use of social media platforms is becoming common for the University community, students and employees, and these communications tools have the potential to create a significant impact on organisational and professional reputations. UPES has developed a policy to properly portray, promote and protect the institution and to assist UPES entities in creating and managing their social media accounts. The following policy also provides suggestions on how to protect personal and professional reputations while using social media. This policy requires that:

- Officially recognised UPES social media accounts and web pages be reviewed and approved through an application process.
- Each social media account will have responsible administrators assigned – which may be outsourced.
- Each officially approved account must include a disclaimer statement, in the prescribed form, regarding content and opinions contained on the site.
- Inappropriate, offensive, injurious and illegal content may be removed by account administrators or at the direction of University Academic Administrators or Central IT Services.
- Best practices for social media accounts should be considered.
- Enterprise social networks (including Yammer or other equivalent) come under into the applicability of this policy.

1. **Application of Policy**

   This policy will apply to social media accounts created by University employees for the official business purposes of the University, including UPES faculty, groups, departments, programs, entities, etc. It will therefore impact students, faculty, and staff who utilise various social media for communication in conjunction with representing the University. Some examples of the various communication media included under this policy are Yammer, Facebook, Twitter, LinkedIn, Flickr, Docstock and YouTube. Student organisations that wish to create social media accounts that will be officially recognised by the University must be registered through the University's Corporate Communication / Central IT services departments

2. **Exemptions**

   This policy will apply only to social media accounts created for the express purpose of officially representing University groups, departments, programs, entities, etc., and will not apply to private social media accounts. University employees acting in an individual capacity should exercise caution to communicate clearly that they are not acting in a representative capacity or expressing the views of the University.

3. **Definitions**

   Poster or User: A person submitting content to any social media site that is officially recognised by UPES.

   Social media: social media is media designed to be disseminated through social interaction using highly accessible and scalable publishing techniques. Social media uses the Internet and web-based technologies

to transform how people communicate with one another and receive news, information and entertainment. Social media has transformed people from content consumers to content producers. Types of social media include networks like Facebook, YouTube, and Yammer but also include blogs and podcasts.

Social Media Accounts: These are accounts or profiles created in social media outlets such as Facebook, Twitter, YouTube, Flickr, and LinkedIn.

Social media Best Practices: These consist of widely recognised   guidelines, ethical considerations, and conventions for creating successful social media campaigns and accounts. Social media Staff: Members of the Social media staff are from the corporate communication department of the University. The purpose of these staff is to help UPES create, manage and succeed in using social media outlets to further their academic mission. The Social Media Staff will identify individuals and groups that currently manage social media accounts for UPES entities, advise them on the policy, and encourage those who have not done so to apply for official recognition status. The staff will provide occasional training sessions regarding social media use and its role at UPES.

Social Media Terms and Conditions: The terms and conditions imposed by the social media website in which the User is participating.

University's best interest: To represent the University in a fair, accurate and legal manner while protecting the brand and reputation of the institution.

4. **Procedures and Responsibilities**

Use of Social Media Sites for General Business, Marketing and Communications
- The Director – Marketing and Corporate Communication department will be responsible for administering this policy.
- The Social Media Policy Staff will manage the day-to-day application process and update the UPES website web page and account directory as needed.
- All social media accounts officially recognised by UPES must have at least two UPES employees as administrators at all times to ensure adherence to this policy.
- Should a UPES employee administrator of an account leave the University for any reason or no longer wishes to be an account administrator, it is the Director - Marketing / Corporate Communications department's responsibility to designate another employee to be an account administrator and remove the former employee's administrative permissions to the site. Whenever possible, a department should appoint two individuals to act concurrently as account administrators for a social media site representing UPES.
- If two employees are not available to serve as account administrators, a member of the Social Media Staff may serve in that capacity.

Employees / students identified as administrators of accounts are responsible for managing and monitoring content of their social media accounts. Administrators are responsible to remove content that may violate the University Acceptable IT Policies or the Terms and Conditions of use.

Guidelines for Content

1. Users are expected to adhere to same standards of conduct online as they would in the workplace. Laws and policies respecting contracting and conflict of interest, as well as applicable policies and guidelines for interacting with students, parents, alumni, media and all other University constituents apply online and in the social media context just as they do in personal interactions. Users are fully responsible for what they post to social media sites.
2. Use good judgment about content and respect privacy laws. Do not include confidential information about the University, its staff, or its students.
3. Post only content that is not threatening, obscene, a violation of intellectual property rights or privacy laws, or otherwise injurious or illegal.
4. Users found violating this policy may be denied access to University computing resources and may be subject to other penalties and disciplinary action, including possible expulsion or dismissal.
5. When using or posting online material that includes direct or paraphrased quotes, thoughts, ideas, photos, or videos, always include citations. Provide a link to the original material if applicable.
6. Refrain from using information and conducting activities that may violate University or Government rules and regulations.
7. If you also maintain your own personal social media accounts, you should avoid creating confusion over whether or not the account is associated with UPES. If you identify yourself as a University student, faculty or staff member online, it should be clear that the views expressed on your site are not those of the University and you are not acting in your capacity as a UPES employee or student. While not a requirement, UPES employees may consider adding the following disclaimer to personal social media accounts. "While I am an employee / student at the UPES, comments made on this account are my own and not those of the University."

Enforcement

1. Alleged violations will be handled through the University disciplinary procedures applicable to the user.
2. The University may suspend, block or restrict access to an account, independent of such procedures when it reasonably appears necessary to do so in order to protect the integrity, security, or functionality of the University or other computing resources or to protect the University from liability.
3. The University may also refer suspected violations of applicable law to appropriate law enforcement agencies.

Best Practices for Social Media

In addition, the following general guidelines apply for social media usage to all users in the University: Sharing University news, events or promoting faculty and student work through social media tools is an excellent, low-cost way to engage the community and build our brand. Employees and students are encouraged to repost and share information with their family and friends that is available to the public (press releases, articles in the University record, etc.). The best way to share University news is to link to the original source. When sharing information that is not a matter of public record, please follow the below guidelines.

Maintain Confidentiality

Do not post confidential or proprietary information about the University, its students, its alumni or your fellow employees. Use good ethical judgment and follow University policies.

Maintain Privacy

Do not discuss a situation involving named or pictured individuals on a social media site without their permission. As a guideline, do not post anything that you would not present in any public forum.

Respect University Time and Property

It's appropriate to post at work if your comments are directly related to accomplishing work goals, such as seeking sources for information or working with others to resolve a problem. You should participate in personal social media conversations on your own time.

Do No Harm

Let your Internet social networking does no harm to the University or to yourself whether you're navigating those networks on the job or off.

Understand Your Personal Responsibility

University employees and students are personally responsible for the content they publish on blogs, Facebook, Twitter or any other form of user-generated content. Be mindful that what you publish will be public for a long time— protect your privacy.

Be Aware of Liability

You are responsible for what you post on your own site and on the sites of others. Individual bloggers have been held liable for commentary deemed to be copyright infringement, defamatory, proprietary, libelous or obscene (as defined by the courts). Increasingly, employers are conducting Web searches on job candidates before extending offers. Be sure that what you post today will not come back to haunt you.

Maintain Transparency

The line between professional and personal business is sometimes blurred: Be thoughtful about your posting as content and potential audiences. Be honest about your identity. In personal posts, you may identify yourself as a University faculty or staff member. However, please be clear that you are sharing your views as an individual, not as a representative of the UPES.

Correct Mistakes

If you make a mistake, admit it. Be upfront and be quick with your correction. If you're posting to a blog, you may choose to modify an earlier post—just make it clear that you have done so Respect Others You are more likely to achieve your goals or sway others to your beliefs if you are constructive and respectful while discussing a bad experience or disagreeing with a concept or person.

Be a Valued Member

If you join a social network, make sure you are contributing valuable insights. Don't hijack the discussion and redirect by posting self/organizational promoting information. Self-promoting behavior is viewed negatively and can lead to you being banned from Websites or groups.

There's no such thing as a "private" social media site. Search engines can turn up posts and pictures years after the publication date. Comments can be forwarded or copied. Archival systems save information even if you delete a post. If you feel angry or passionate about a subject, it's wise to delay posting until you are calm and clear-headed. Post only pictures that you would be comfortable sharing with the general public (current and future peers, employers, etc.).

SOCIAL MEDIA GUIDELINES WHEN POSTING AS AN INDIVIDUAL

UPES uses social media to supplement traditional press and marketing efforts. Employees are encouraged to share University news and events, which are a matter of public record, with their family and friends. Linking straight to the information source is an effective way to help promote the mission of the University and build community. When you might be perceived online as an agent/expert of UPES, you need to make sure it is clear to the audience that you are not representing the position of UPES or UPES policy. While the guidelines below apply only to those instances where there is the potential for confusion about your role as a UPES agent/expert versus personal opinion, they are good to keep in mind for all social media interactions. When posting to a social media site you should:

Be Authentic

Be honest about your identity. In personal posts, you may identify yourself as a UPES faculty or staff member. However, please be clear that you are sharing your personal views and are not speaking as a formal

representative of UPES. If you identify yourself as a member of the UPES community, ensure your profile and related content are consistent with how you wish to present yourself to colleagues.

Use a Disclaimer

If you publish content to any website outside of UPES and it has something to do with the work you do or subjects associated with UPES, use a disclaimer such as this: "The postings on this site are my own and do not represent UPES's positions, strategies or opinions."

Don't Use the UPES Logo or Make Endorsements

Do not use the University logo or any other marks or images on your personal online sites. Do not use UPES's name to promote or endorse any product, cause or political party or candidate. Take the High Ground. If you identify your affiliation with UPES in your comments, readers may associate you with the University, even with the disclaimer that your views are your own. Remember that you're most likely to build a high-quality following if you discuss ideas and situations civilly.

Don't Use Pseudonyms

Never pretend to be someone else. Tracking tools enable supposedly anonymous posts to be traced back to their authors.

Protect Your Identity

While you should be honest about yourself, don't provide personal information that scam artists or identity thieves could use. Don't list your home address or telephone number. It is a good idea to create a separate e-mail address that is used only with social media sites.

Does it Pass the Publicity Test

Content of your message would not be acceptable for face-to-face conversation, over the tele- phone, or in another medium, it will not be acceptable for a social networking site. Ask yourself, would I want to see this published in the newspaper or posted on a hoarding tomorrow or ten years from now?

Respect Your Audience

Don't use slurs, personal insults, obscenity, or engage in any conduct that would not be acceable in the UPES community. You should also show proper consideration for others' privacy and for topics that may be considered sensitive —such as politics and religion.

Monitor Comments

Most people who maintain social media sites welcome comments— it builds credibility and community. However, you may be able to set your site so that you can review and approve comments before they appear. This allows you to respond in a timely way to comments. It also allows you to delete spam comments and to block any individuals who repeatedly post offensive or frivolous comments. A common practice among individuals who write about the industry in which they work is to include a disclaimer on their site, usually on their "About Me" page. If you discuss higher education on your own social media site, we suggest you include a sentence simi- lar to this: "The views expressed on this [blog, Web site] are mine alone and do not necessarily reflect the views of the University." This is particularly important if you could be perceived to be in a leadership role at UPES.

SOCIAL MEDIA GUIDELINES WHEN POSTING ON BEHALF OF UPES

Online collaboration tools provide low-cost communication methods that seek approval
Any messages that might act as the "voice" or position of the university or a university entity must be approved by the university or the Dean/Director/Head of function of that entity or their delegate.

Be Accurate

Make sure that you have all the facts before you post. It's better to verify information with a source first than to have to post a correction or retraction later. Cite and link to your sources whenever possible, that's how you build community.

Be Transparent

If you participate in or maintain a social media site on behalf of the university, clearly state your role and goals. Keep in mind that if you are posting with a university username, other users do not know you personally. They view what you post as coming from the university. Be careful and be respectful. What you say directly reflects on the university. Discuss with your supervisor the circumstances in which you are empowered to respond directly to users and when you may need approval.

Be Timely

Assign an administrator who can regularly monitor postings and content. Aim for standard times for postings and updates. The recommended minimum frequency is once to twice a week. But be sure not to overload your updates. Followers will stop paying attention if you overload them with information.

Be Responsible

What you write is ultimately your responsibility. Participation in social computing on behalf of UPES is not a right but an opportunity, so please treat it seriously and with respect. If you want to participate on behalf of the university, be sure to abide by its standard practice guidelines.

Respect Others

Users are free to discuss topics and disagree with one another, but please be respectful of others' opinions. You are more likely to achieve your goals if you are constructive and respectful while discussing a bad experience or disagreeing with a concept or person.

Be a Valued Member

If you join a social network like a Facebook group or comment on someone's blog, make sure you are contributing valuable insights. Post information about topics like UPES events or a book you've authored only when you are sure it will be of interest to readers. In some forums, self- promoting behavior is viewed negatively and can lead to you being banned from websites or groups.

SAFETY & PRIVACY TIPS FOR SOCIAL MEDIA NETWORKING

The Internet is open to a worldwide audience. When using social media channels, ask yourself:

1. Did I set my privacy setting to help control who can look at my profile, personal information and photos? You can limit access somewhat but not completely, and you have no control over what someone else may share.
2. How much information do I want strangers to know about me? If I give them my cell phone number, address, e-mail, class schedule, a list of possessions (such as my CD collection) how might they use it? With whom will they share it? Not everyone will respect your personal or physical space.
3. Is the image I'm projecting by my materials and photos the one I want my current and future friends to know me by? What does my profile say to potential faculty members/advisors? Future graduate school/internship interviewers? Potential employers? Neighbors? Family? Parents? Which doors am I opening and which am I closing?
4. What if I change my mind about what I post? For instance, what if I want to remove something I posted as a joke or to make a point? Have I read the social networking site's privacy and caching statements? Removing material from network caches can be difficult. Posted material can remain accessible on the internet until you've completed the prescribed process for removing information from the caching technology of one or multiple (potentially unknown) search engines.
5. Have I asked permission to post someone else's image or information? Am I infringing on their privacy? Could I be hurting someone? Could I be subject to defamation suits? Am I violating network use policy?
6. Does my equipment have spyware and virus protections installed? Some sites collect profile information to SPAM you. Others contain links that can infect your equipment with viruses that potentially can destroy data and infect others with whom you communicate. Remember to back up your work on an external source in case of destructive attacks.

Amplification notes to the Social Media Policy and Code of Conduct for Students/introduction at UPES, we realise that part of 21st-century learning is adapting to changing methods of communication. The importance of faculty members, students and parents engaging, collaborating, learning, and sharing in these digital environments is a part of 21st century learning. In recognition of this, UPES has developed

the following policy to provide direction for the UPES students, staff, alumni and parent community when participating in online social media activities.

Due to the plethora of new social media tools available to students, student's intellect produces and documents have the potential to reach audiences far beyond the classroom. This translates into the need for a greater level of awareness, responsibility, and accountability for all users. Below are the guidelines for UPES students to follow when using social media.

A. **Guiding Parameters (Merriam-Webster Online)**

Forms of electronic communication (as Web sites for social networking and microblogging) through which users create online communities to share information, ideas, personal messages, and other content (as videos).

Common examples of such social media forums include Facebook, LinkedIn, Twitter, My Space, YouTube, Google, WhatsApp, Watts Chat, etc., and the list grows steadily. Key Principle interacting with each other online is no different than interacting face-to-face. We are required to maintain the principles of respect, dignity, prudence, concern for and protection of others, and safety in all interactions.

Activities which are inappropriate, unethical, illegal, or which cause undue discomfort for members of the UPES community (including students, employees, parents, or others) should be judiciously avoided in written communications, and cyberspace. Students who participate in online interactions must remember that their posts reflect on the entire UPES community and to the world at large, are subject to the same behavioral standards set forth in the Student Code of Con- duct as given in the Student Bulletin.

B. **Code of Conduct**

Every type of online interaction, using any electronic media, i.e., mobile phones, iPads, and computing devices will be covered under Code of Conduct laid down herewith.

1. Be aware of what you post online. Social media venues are very public. What you contribute leaves a permanent digital footprint for all to see. Do not post anything you would not want friends, enemies, parents, teachers, or a future employer to see, as you cannot control posted data once it is on the Web.

2. How you represent yourself online is an extension of yourself. Do not misrepresent yourself by using someone else's identity.

3. "Common E-Mail Ids" (CEI) – CEIs are email ids whose password is shared by a large number of students/faculty members. There is no mechanism to identify and control the password possession and spread of these mail IDs. Therefore, finding out / fixing the ownership of e- mailed material of the actual person who sends mails using CEIs is impossible.

i. UPES policies and systems in place do not mandate creation of such CEIs. The creation and operation of CEIs is by individuals, and UPES is not liable for any harm/damage caused to anyone through mail sent using these mail ids. Therefore, students will not create CEIs, and dismantle them if already created. Members of faculty and staff are required not to use communication with students. For communication between a member of faculty and student's personal/official email IDs is recommended that specifically identifies the student and faculty. Also, for all academic purposes effective and comprehensive usage of LMS is strictly recommended. Usage/creation of CEIs is an offence covered under the aforesaid regulations.

4. As an amplification of cyber laws / IT Policy of UPES, following acts of omission and commission by students are forbidden. Implicit or explicit indulgence in such acts will constitute violation of UPES IT Policy and Regulation 5 (c) xxiii of UPES Regulations Governing Maintenance of Discipline Among Students wherein the following would be included as major acts of indiscipline:

i. Creating or getting created digital video recordings/ photographs of UPES community members either on-campus or at off-campus UPES events for online publication or distribution without their consent/ authorization.

ii. Using social media sites to publish abusive, disparaging or harassing remarks about UPES students, staff, and faculty members, athletic or academic contest rivals, etc.

iii. Using social media for instigating, initiating, and furtherance of student unrest in forms of bunking of classes, collecting students at a location, strike, demonstrations, and slogans against UPES.

iv. Using inappropriate abusive, loose and degrading language on social media forums.

v. Posting/uploading teaching material – notes, power point presentations, copy of case studies, student advisory, caution letter, penalty letter, etc., provided to them by faculty members / University on internet without the authorisation from respective faculty members/ UPES authorities.

vi. Starting public pages, groups on social networking forums that include University's Name, and Logo without the permission of UPES authorities.

vii. Using the UPES name, logo, uniform, photos or other intellectual property (documents produced by the University or students) when creating independent groups, Fan pages, or on one's own site, without first obtaining permission from the University.

viii.   In cases of students anonymously posting content on social media, mails, Web pages and other online forums, the University reserves the right to technologically investigate using Cyber Law Enforcement Agencies to find out Internet Protocol (IP) addresses of such anonymous users and fix the responsibility of content posted by them.

ix.   Failure to abide by this policy, as with other policies at UPES, will result in disciplinary action as described in the Student Bulletin, or as determined by the University Administration.

x.   The use of social media (Facebook, Linkedin, Twitter, etc.) is not permitted during class time unless specifically authorised by the faculty member.

xi.   While investigating the cases involving alleged or reported violation of cyber laws/ social media policy, or code of conduct of UPES students, the UPES authority – The Registrar or her/his representative, and the School Proctors are empowered to confiscate the communication devise from the student and examine it. Refusal on part of the student to surrender his/her communication devise or altering its contents before surrendering it will be deemed to be gross violation of Code of Conduct.

C. Privacy

1. Exercise care with privacy settings and personal profile content, to ensure that posted content does not reflect poorly on the UPES in any way or otherwise create a conflict of interest. Content should be placed thoughtfully and periodically reviewed.

2. On most sites, privacy settings can be changed at any time to limit access to profiles and searchability, and changes should be made when necessary.

3. To make it difficult for others to access information about your private life, make certain that your personal social networking profile is set to "private" and that personal information is not available to "friends of friends" or other peripheral contacts.

4. Be safe online. Never give out personal information, including, but not limited to, last names, phone numbers, addresses, exact birth dates, and pictures. Do not share your password with anyone including your friends, teachers and parents.

5. Always respect the privacy of others.

D. Content

1. Due to the fact that social media sites are increasingly interconnected, you should be aware that any content posted online may eventually (or immediately) show up on other sites. Not posting inappropriate content in the first place is the only way to completely protect against this possibility.

2. Follow the UPES Code of Conduct when writing online. It is acceptable to disagree with someone else's opinions; however, do it in a respectful way. Make sure that criticism is constructive and not hurtful. What is inappropriate in the classroom is inappropriate online.

3. Linking to other websites to support your thoughts and ideas is recommended. However, be sure to read the entire article prior to linking to ensure that all information is appropriate for a school setting.

4. Do your own work! Do not use other people's intellectual property without their permission. It is a violation of copyright law to copy and paste other's thoughts. When paraphrasing someone else's idea(s) be sure to cite your source with the URL. It is good practice to hyperlink to your sources.

5. Students who choose to post editorial content to websites or other forms of online media including online queries by prospective students or employers must ensure that their submission does not reflect poorly upon the University.

6. Be aware that pictures may also be protected under copyright laws. Verify you have permission to use the image, or it is under Creative Commons attribution.

7. Blog and wiki posts should be well written. Follow writing conventions including proper grammar, capitalization, and punctuation. If you edit someone else's work be sure it is in the spirit of improving the writing.

   Students who do not abide by these terms and conditions may lose their access to online tools and be subject to further disciplinary action.

STUDENT GRIEVANCE REDRESSAL

Objective

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto. Grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following:

1. Admission, contrary to merit determined in accordance with the declared admission policy of the institution;

2. Irregularity in the process under the declared admission policy of the institution;

3. Refusal to admit in accordance with the declared admission policy of the institution;

4. Non-publication of a prospectus by the institution, in accordance with the provisions of these regulations

5. Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;

6. Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;

7. Demand of money in excess of that specified to be charged in the declared admission policy of the institution;

8. Violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different categories of students;

9. Non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;

10. Delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;

11. Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;

12. Non-transparent or unfair practices adopted by the institution for the evaluation of students;

13. Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;

14. Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;

15. Denial of quality education as promised at the time of admission or required to be provided;

16. Harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;

17. Any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and

18. Any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

UPES Online Grievance Redressal Process

UPES Online is committed to providing a supportive and responsive environment for all students. This Grievance Redressal Process document outlines the procedures for addressing and resolving student grievances in a fair and timely manner.

Grievance Submission Methods Students can raise their grievances through the following methods:

- In - Person
- Helpdesk

In-Person

- Students can meet the UPES Online helpdesk team or faculty members in person at university campus or corporate office.
- Student must book an appointment to meet the concerned official by requesting over email or direct phone numbers which are available in our Contact Us section of our website
- Students share their grievances in person. Such grievances are resolved immediately.

Helpdesk Support

- The student raises the grievance on helpdesk by sending email at upesonline.helpdesk@ddn.upes.ac.in
- Student can reach out to UPES Online helpdesk for any kind of grievances by calling the toll free number 080-69894029

Response Time

- All grievances will be acknowledged and addressed within 24 hours of receipt.
- Level 1 - queries are solved by level 1 support.
- If it is not resolved by level 1 support, then it is forwarded to experts. The experts may be academic SME, program SME or technical SME as per the type of grievance. The level 1 support either try to resolve immediately by connecting with experts or request for an appropriate time for the expert to reach out to him later
- If the grievance cannot be resolved within 24 hours, the student will be informed of the expected resolution time.

Escalation Process

- If the grievance is not resolved within a reasonable time, the issue is escalated. It is escalated to the Director UPES Online.
- All stakeholders are notified through mail and ticket for that issue is assigned to the expert as escalated ticket. It is mandatory for the experts to resolve the escalated issue within specified time for the escalated ticket.
- The Grievance Redressal Committee is designated to handle escalated concerns and ensure a thorough review and resolution.

How to raise a grievance?

- Students are encouraged to resolve concerns or problems directly with the student helpdesk through personal discussions and counselling.
- Aggrieved students can raise their concerns to this email id or any of the Grievance Redressal Committee members. Mention your enrolment number in the subject line of the email.

Student Grievance Redressal Committees (SGRC)

The committee consists of designated faculty and administrative members who are responsible for reviewing and resolving escalated grievances.

The committee will meet regularly to ensure timely and effective resolution of all escalated grievances

A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).

In accordance with the **University Grants Commission (Redressal of Grievances of Students) Regulations, 2023** the existing committee is formed effective from the duration 01st May 2025 to 30th June 2027.

S.No	Name	Academic Designation	Committee Designation	Email Id
1	Dr. Arvind Kumar Jain	Principal and Sr Associate Professor UPES Online	Chairperson	akjain@ddn.upes.ac.in
2	Dr. Sumeet Gupta	Professor, School of Business	Member	sumeetgupta@ddn.upes.ac.in
3	Dr Kabir Sharma	Assistant Professor (SS), UPES Online	Member	ksharma@ddn.upes.ac.in
4	Dr. Anita Sengar	Associate Professor, School of Business	Member	asengar@ddn.upes.ac.in
5	Dr. Hitesh Kumar Sharma	Sr. Associate Professor, School of Computer Science	Member	hksharma@ddn.upes.ac.in
6	Student Representative	Student	Student Representative (Will be special Invitee)	

Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such a decision. The email id to write to the Ombudsperson is ombuds@ddn.upes.ac.in

Confidentiality

- All grievances will be handled with the utmost confidentiality.
- Information related to grievance will only be shared with individuals directly involved in the resolution process.

Disclaimer

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