

मध्यप्रदेश शासन
उच्च शिक्षा विभाग
मंत्रालय

क्रमांक/286/54/सी.सी./24/अडतीस
प्रति,

भोपाल, दिनांक 26/04/2024

1. कुलसचिव
समस्त शासकीय/निजी विश्वविद्यालय
मध्यप्रदेश
2. प्राचार्य
समस्त शासकीय/अनुदान प्राप्त एवं अप्राप्त अशासकीय महाविद्यालय
मध्यप्रदेश

विषय:-भारत सरकार, उच्च शिक्षा विभाग, शिक्षा मंत्रालय, नई दिल्ली द्वारा कोचिंग सेंटर का विनियमन के लिए दिशा-निर्देश के संबंध में ।

संदर्भ:-भारत सरकार, उच्च शिक्षा विभाग, शिक्षा मंत्रालय, नई दिल्ली के पत्र क्र. 5-35/2023-PN.॥ दिनांक 27.01.2024

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उपरोक्त विषयांतर्गत संदर्भित पत्र एवं दिशा-निर्देश की छायाप्रति आपकी ओर संलग्न प्रेषित कर लेख है कि भारत सरकार से प्राप्त कोचिंग सेंटर के विनियमन के लिए जारी दिशा-निर्देश के अनुरूप कार्यवाही की जाना सुनिश्चित किया जाए ।

संलग्न - उपरोक्तानुसार ।


(वीरन सिंह भिलावी)

अवर सचिव

म.प्र.शासन, उच्च शिक्षा विभाग,
मंत्रालय

पृ.क्रमांक/ 54/सी.सी./24/अडतीस
प्रतिलिपि :-

भोपाल, दिनांक /04/2024

1. कुलपति, समस्त शासकीय एवं निजी विश्वविद्यालय मध्यप्रदेश ।
2. सचिव, म.प्र.निजी विश्वविद्यालय विनियामक आयोग, एकसीलेस कॉलेज के पास कोलार रोड, भोपाल की ओर संदर्भित पत्र एवं दिशा-निर्देश की छायाप्रति आवश्यक कार्यवाही हेतु प्रेषित है।

अवर सचिव

म.प्र.शासन, उच्च शिक्षा विभाग,

के. संजय मूर्ति, भा.प्र.से.

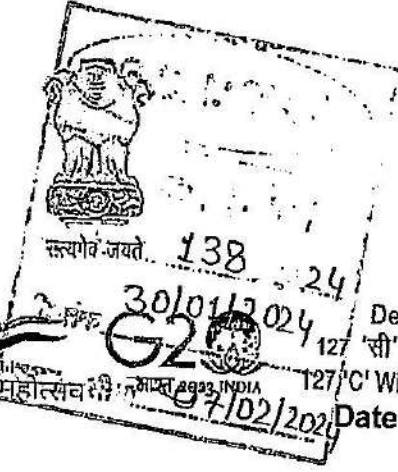
सचिव

K. SANJAY MURTHY, IAS
Secretary

Tel. : 011-23386451, 23382698

Fax : 011-23385807

E-mail : secy.dhe@nic.in



भारत सरकार
Government of India
शिक्षा मंत्रालय
Ministry of Education
उच्चतर शिक्षा विभाग
Department of Higher Education
'सी' विंग, शास्त्री भवन, नई दिल्ली-110 001
127 'C' Wing, Shastri Bhawan, New Delhi-110 001
Dated: 27th January, 2024

D.O. No. 5-35/2023-PN.II

Dear Chief Secretary,

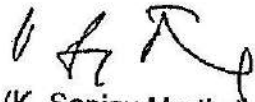
I would like to refer to this Department's letter of even number dated 16.01.2024 vide which Guidelines for Regulation of Coaching Centre was forwarded for consideration by States / UTs by way of appropriate legal framework.

2. A copy of the letter alongwith 'Guidelines for Regulation of Coaching Centre' is enclosed for ready reference and the same is also accessible at this Ministry's website i.e. https://www.educatin.gov.in/sites/uploaded_files/mhrd/files/Guidelines_Coaching_Centre_en.pdf.

3. I would request you to kindly direct concerned Departments of your State/UT for consideration and initiating steps for operationalizing the same.


Regards,

Yours sincerely,


(K. Sanjay Murthy)

Encl: As above.

Chief Secretary of all States / UTs.


ACS (Higher Education)

OSD(CMA)

31 JAN 2024 1/2

SOH



01-2-24

CC सचिव से संबंधित है





पत्र क्र. 3521 / अ.प्र.से. / उ.शि.
दिनांक 31-01-2024

251 / MXA / HE / 24
01-2-24

No. 5-35/2023-PN-II
Government of India
Ministry of Education
Department of Higher Education
(PN.II Section)

Room No. 424 'C', Shastri Bhawan,
New Delhi, dated the 16th January, 2024

To,
The Chief Secretaries / Administrators
States / UTs

Subject- Guidelines for Regulation of Coaching Center for consideration by
States/UTs by way of appropriate legal framework -reg.

Madam /Sir,

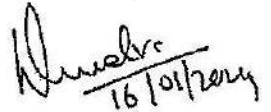
I am directed to state that the number of unregulated private coaching centers in the country continues to grow in the absence of any laid down policy or regulation. Instances of such centers charging exorbitant fees from students, undue stress on students resulting in students committing suicides, loss of precious lives due to fire and other accidents, and many other malpractices being adopted by these centres are widely reported in the media.

2. Education being the subject matter of Concurrent List and considering that regulation of +2 level education is majorly in the jurisdiction of concerned State / UT Government, hence, these Coaching Centers are best regulated by the State / UT governments by way of appropriate legal framework.

3. Accordingly, 'Guidelines for Regulation of Coaching Center' in the Country has been prepared and is being forwarded for consideration by States/UTs by way of appropriate legal framework.

Encl: As above

Yours faithfully,



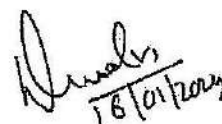
(Devendra Kumar Sharma)
Deputy Secretary to the Govt. of India
Tel: 23073639

Copy to:

1. Addl. Chief Secretaries / Principal Secretaries / Secretaries of Higher Education /
Technical Education of all States/UTs

Continued...

2. Secretary, M/o Home Affairs, North Block, New Delhi
3. Secretary, D/o Personnel & Training, North Block, New Delhi
4. Secretary, D/o School Education & Literacy
5. Secretary, D/o Consumer Affairs, New Delhi
6. Secretary, M/o Health & Family Welfare
7. Director General, National Testing Agency
8. Secretary, UGC
9. Member Secretary, AICTE
10. All Bureau Heads, D/o Higher Education
11. PPS to Secretary, D/o Higher Education
12. CMIS/NIC - For uploading the Guideline on the Ministry's website.
13. Guard file.


18/01/2019

(Devendra Kumar Sharma)
Deputy Secretary to the Govt. of India

GUIDELINES FOR REGULATION OF COACHING CENTER

January 2024

Department of Higher Education, Ministry of Education
Government of India

Background

1. The issues related to the private coaching centers more so in the context of rising student suicides cases, fire incidents, lack of facilities as well as methodologies of teaching have been engaging the attention of the Government from time to time.
2. The number of unregulated private coaching centers in the country continues to grow in the absence of any laid down policy or regulation. Instances of such centers charging exorbitant fees from students, undue stress on students resulting in students committing suicides, loss of precious lives due to fire and other accidents, and many other malpractices being adopted by these centres are widely reported in the media.
3. These issues have also been raised many times through debates, discussions, and questions in the Parliament.
4. Considering that regulation of +2 level education is the responsibility of State / UT Governments, hence these institutions are best regulated by the State / UT governments.
5. PIL in WP No. 456 of 2013 in the matter of Student Federation of India Vs UOI and others was filed in the Hon'ble Supreme Court in which Ministry of Education was one of the respondents. The PIL was disposed-off vide Order dated 03.02.2017 inter-alia with direction that issue raised in the petition, though important, is basically a policy matter. It will be open to the petitioners to raise the issue before the concerned authorities who may consider the same in accordance with law.
6. In the context of the issue of regulation of the private coaching having subject of elaborate discussion both in the Parliament and in the Ashok Mishra Committee Report, vide letter no. 32-6/2017-TS I dated 04.04.2017 Deptt. of Higher Education had requested States / UTs to take action for regulation, and strict penalty system for deviant institutions. In this letter States / UTs were requested to take into consideration 12 measures suggested by Justice Roopanyal Commission of Enquiry to address the student suicide.
7. Vide letter no. 32-6/2017-TS.I dated 14.08.2019, in the context of regulation of coaching centers, States and UTs were requested to take necessary action for regulation of the coaching centers in their jurisdiction through appropriate legal framework, as many of these coaching centers operate at school level and hence are under the direct purview of State / UT government.
8. Again, vide letter no. 32-18/2020-TS I dated 24.12.2020, drawing reference to letters dated 04.04.2017 and 14.08.2019, States / UTs were requested to regulate these coaching centers through appropriate legal framework, to ensure safety and security of students and avoid unnecessary exploitation.
9. National Education Policy 2020 (NEP 2020) has been announced on 29.07.2020 after detailed consultation with stakeholders. One of the fundamental principles of NEP 2020 is 'focus on regular formative assessment for learning rather than the summative assessment that encourages today's 'coaching culture'.
10. NEP 2020 in its Para 4.36 recognizes the current nature of secondary school exams, including Board exams and entrance exams, the resulting coaching culture of today and its harmful impact.
11. Para 4.37 of NEP 2020 suggests reform in the existing system of Board and entrance examinations to eliminate the need for undertaking coaching classes.
12. Para 4.38 inter alia suggests introducing greater flexibility, student choice, and best-of-two attempts, assessments that primarily test core capacities and develop further viable models of Board Exams that reduce pressure and the coaching culture.

13. Para 4.42 of NEP 2020 states that 'the principles for university entrance exams will be similar. The National Testing Agency (NTA) will work to offer a high-quality common aptitude test, as well as specialized common subject exams in the sciences, humanities, languages, arts, and vocational subjects, at least twice every year. These exams shall test conceptual understanding and the ability to apply knowledge and shall aim to eliminate the need for taking coaching for these exams. Students will be able to choose the subjects for taking the test, and each university will be able to see each student's individual subject portfolio and admit students into their programmes based on individual interests and talents'.
14. The issue related to strategy for elimination of the coaching culture has also been discussed in detail in the recently issued National Curriculum Framework.
15. Govt. has taken initiatives in line with NEP, 2020 to address the issues like Common University Entrance Test (CUET), conducting entrance examination in 13 regional languages, substantial expansion of the number of seats in Higher Education Institutions (HEIs) and setting up of more and more high-quality Higher Education Institutions. National Curriculum Framework (NCF) is taking clear steps to address the curricular matters in schools and matters pertaining to Board examinations that contribute to the current undesirable situation.
16. In order to help the students to practice well for NEET (UG) and JEE (Main) entrance examinations, National Testing Agency (NTA), has launched a Mobile App 'National Test Abhyas' to facilitate candidates' access to high quality mock tests online free of cost.
17. The matter has also been taken up with the Deptt. of Consumer Affairs for taking necessary action under the provisions of the Consumer Protection Act, 1986 against the Coaching Centers / Private Higher Education Institutions who publish mis-leading advertisements.
18. Education is in the concurrent list, the State and UT Government also need to take proactive action on the matter.
19. A number of States / UTs have taken initiatives by way of appropriate legal framework to regulate the Private Coaching and tuition classes in their respective jurisdiction such as Bihar Coaching Institute (Control & Regulation) Act, 2010 [Bihar Act 17, 2010], Goa Coaching Classes (Regulation) Act, 2001 (Goa Act 27 of 2001), Uttar Pradesh Regulation of Coaching Act, 2002 [UP Act no. 5 of 2002], the Karnataka Tutorial Institutions (Registration and Regulation) Rules, 2001 [framed in exercise of powers conferred by sub-section (1) of Section 145 of the Karnataka Education Act, 1983 (Karnataka Act 1 of 1995)], Manipur Coaching Institute (Control and Regulation) Act, 2017 (Act no. 8 of 2017) etc. Rajasthan Coaching Institutes (Control and Regulation) Bill, 2023 is also in the public domain and recently guidelines for reducing Stress and improving Mental Health of Students enrolled in coaching Institutes has been issued by Govt. of Rajasthan on 27.09.2023.
20. While significant steps have been taken to address the issues related to Private Coaching, a number of unregulated private coaching centers necessitates the need for framing a model guidelines / policy which States / UTs can adopt for implementation by way of appropriate legal framework.
21. The Central Government proposes to address the issues related to private coaching and frame model guidelines / policy for adoption by States / UTs by way of appropriate legal framework.

1. Title

Guidelines for Registration and Regulation of Coaching Centers 2024

2. Objective of the Guidelines

To provide guidelines for the regulation of coaching center for better guidance and assistance to the students in any study programme, competitive examinations, or academic support.

3. Need for the Guidelines

- (i) To provide framework for registration and regulation of coaching centers.
- (ii) To suggest minimum standard requirements to run a coaching center.
- (iii) To safeguard the interest of students enrolled in coaching centers.
- (iv) To advise coaching centers' focus on co-curricular activities as well for holistic development of students
- (v) To provide career guidance and psychological counseling for mental well-being of the students.

4. Definition

- (i) 'appellate authority' means an officer notified by the appropriate Government;
- (ii) 'coaching' means tuition, instructions or guidance in any branch of learning imparted to more than 50 students but does not include counselling, sports, dance, theatre and other creative activities;
- (iii) 'coaching center' includes a center, established, run, or administered by any person to provide coaching for any study programme or competitive examinations or academic support to students at school, college, and university level, for more than 50 students
- (iv) 'competent authority' means an officer notified by the appropriate government;
- (v) 'government' means central government, State / UT Government having appropriate jurisdiction;
- (vi) 'institution' means school or any other educational institution recognized or controlled by or affiliated to a Board, or controlled or recognized by State / UT Government, an affiliated college, and associated college, a constituted college, a university or educational institution established under the act of central government or State / UT government;
- (vii) 'person' means an individual and includes a group of persons or a body corporate, or a trust, firm or society or an institution;
- (viii) 'proprietor' means an owner of a coaching center seeking registration or registered and includes joint owner;
- (ix) 'tutor' means a person who guides or trains students in any coaching center and includes tutor giving specialized tuitions.
- (x) 'University' means a university established or incorporated by or under a Central Act, a Provincial Act or a State Act, and includes any such institution as may, in consultation with the University concerned, be recognized by the UGC in accordance with the regulations made in this behalf under UGC Act.

5. Registration of the Coaching Center

- (i) a person shall impart coaching or establish, run, manage or maintain a coaching center, only with prior registration of such coaching center as per the provisions of this Guidelines.
- (ii) coaching center existing on the date of implementation of the guidelines, shall apply for registration within a period of three months from the date of implementation of guidelines.

(iii) Application for the registration of coaching center shall be made to the competent authority within whose local jurisdiction such coaching center is situated, in such form, with such fees and documents as may be specified by the appropriate government.

(iv) In case of coaching center having multiple branches, each of such branch shall be treated as separate coaching center and it shall be necessary to submit a separate application for registration of each branch.

(v) The competent authority shall, within three months from the date of receipt of the application for registration of coaching center, either grant the registration certificate in the prescribed form, or shall communicate to the applicant his order of refusal to grant such registration after recording reasons in writing, for such refusal.

Provided that no order refusing the registration shall be passed except after giving to the person concerned a reasonable opportunity of hearing.

(vi) The period of validity of the registration certificate shall be decided by the appropriate government, unless cancelled earlier for any reason.

(vii) Every registered coaching center shall apply for renewal of registration certificate to the competent authority two months prior to the date of expiry of such registration, in such form, with such fees and documents as may be specified by the appropriate government.

(viii) The competent authority may, on receipt of an application for renewal of registration in the prescribed form and on payment of the prescribed fees, shall decide on the application for renewal of registration number before the expiry of the registration period and may renew the certificate or may communicate the refusal thereof to the applicant before the expiry of the registration period, after recording the reasons for such refusal in writing.

Provided that no order refusing the registration shall be passed except after giving to the person concerned a reasonable opportunity of hearing.

(ix) Appropriate Government shall create a web-portal/online mechanism to facilitate the registration of Coaching Center in faceless manner with minimum human interface.

6. Conditions for Registration

(i) No coaching center shall -

(a) engage tutors having qualification less than graduation.

(b) make misleading promises or guarantee of rank or good marks to parents/students for enrolling them in the coaching center.

(c) enroll student below 16 years of age or the student enrolment should be only after secondary school examination.

(d) publish or cause to be published or take part in the publication of any misleading advertisement relating to any claim, directly or indirectly, of quality of coaching or the facilities offered therein or the result procured by such coaching center or the student who attended such class.

(e) be registered, if it has less than minimum space requirement per student.

(f) hire the services of any tutor or person who has been convicted for any offence involving moral turpitude.

(g) be registered unless it has counselling system as per the requirement of this guidelines.

(ii) coaching center shall have a website with updated details of the qualification of tutors, courses/curriculum, duration of completion, hostel facilities (if any), and the fees being charged,

easy exit policy, fee refund policy, number of students undertaken coaching from the center and number of students finally succeeded in getting admission in Higher Education Institutions etc.

(iii) coaching center shall adhere to the various laws, rules, regulations etc. including separate registration as applicable in the local jurisdiction.

7. Documents to be accompanied with the application for registration

(i) Every application for registration of a coaching center shall be accompanied by an undertaking by the proprietor stating that -

(a) he shall use only the word 'registered coaching center' and shall not use the words 'recognized' or 'approved' on any sign board or any prospectus or correspondence or communication of whatever nature or at any place;

(b) coaching classes for those students who are also studying in institutions / schools shall not be conducted during their institutions / schools' hours.

(c) the necessary information regarding the qualification of the tutors, time table of the coaching class, the fee charged and general information, as specified, regarding the coaching class shall be displayed on the website and notice board at prominent place in the premises of the coaching center;

(d) he / she or any tutor or person employed, in any manner in the coaching center has not been convicted for any offence involving moral turpitude and that any change in employment of tutor shall be immediately intimated to the competent authority;

(e) he / she shall abide by the condition regarding the specified number of students to be admitted in the coaching class;

(f) he / she shall abide by the other terms and conditions of this guidelines;

(ii) the application for renewal of the registration shall be accompanied by a copy of the statement of accounts audited by Chartered Accountant.

8. Fees

(i) The tuition fees for different courses/curriculum being charged shall be fair and reasonable and receipts for the fee charged must be made available.

(ii) The coaching center must issue a prospectus mentioning the different courses/curriculum, their duration of completion, number of classes, lectures, tutorials, hostel facilities (if any), and the fees being charged, easy exit policy, fee refund etc. These details shall also be displayed at prominent and accessible place in the premises of the building.

(iii) The prospectus, notes and other material shall be supplied by the coaching center to their enrolled students without any separate fees thereof.

(iv) If the student has paid for the course in full and is leaving the course in the middle of the prescribed period, student will be refunded from out of the fees deposited earlier for the remaining period, on pro-rata basis within 10 days. If the student is staying in the hostel of the coaching center, then the hostel fees and mess fee etc. will also be refunded.

(v) Under no circumstances, the fee on the basis of which enrolment has been made for a particular course and duration shall be increased during the currency of the course.

9. Infrastructure Requirements

- (i) Within the basic structure of the coaching center, a minimum one square meter area may be allocated for each student during a class / batch. There shall be sufficient infrastructure in proportion to the number of students enrolled.
- (ii) The coaching center building shall adhere to fire safety codes, building safety codes and other standards and shall obtain a Fire and Building Safety Certificate from the appropriate authorities as decided by appropriate government.
- (iii) For the assistance of the students, coaching center shall have first aid kit and medical assistance/treatment facility. List of referral services like hospitals, doctors for emergency services, police helpline details, fire service helpline, women helpline etc. shall be displayed and the students shall be informed about them.
- (iv) The coaching center building shall be fully electrified, well ventilated, and sufficient lighting arrangements shall be made in each classroom of the building.
- (v) Safe and potable drinking water shall be available for all students and staffs of the Center.
- (vi) The coaching center may be suitably fitted with CCTV cameras wherever required and security shall be well maintained.
- (vii) A complaint box or register may be placed at the coaching center for the students to raise a complaint. Coaching center shall have committee for redressal of complaints / grievances of students.
- (viii) Provision of separate toilets for males and females shall be made within the coaching center building premises.

10. Curriculum

10.1 Classes

- (i) coaching center shall make efforts to complete the classes in the stipulated time as mentioned in the prospectus.
- (ii) coaching classes for those students who are also studying in institutions / schools shall not be conducted during their institutions / schools' hours, so that their regular attendance in such institutions / schools remains unaffected and also to avoid dummy schools.
- (iii) Remedial or support classes may be provided to student who require additional support in their academics.
- (iv) The curriculum/class timetable may be suitably spaced out to allow the students to relax and recuperate and thus, not build additional pressure on them.
- (v) coaching center shall ensure weekly off for students as well as tutors.
- (vi) There shall be no assessment test / exam on the day after weekly off.
- (vii) During the important and popular festivals in the respective region, coaching center shall customize leave in such a manner that the students are able to connect with their family and get emotional boosting.
- (viii) coaching centers shall conduct coaching classes in a way that it is not excessive for a student and it should not be more than 5 hours in a day and the coaching hours should neither be too early in the morning nor too late in the evening.
- (ix) coaching centers shall organize classes for co-curricular activities for holistic development and enhancing cognitive abilities of students. The coaching centers, while teaching core subjects should also organize counselling sessions for tutor, employee and all students on development of Life Skills, scientific temper & evidence-based thinking; creativity & innovativeness; fitness,

wellness, emotional bonding & mental wellbeing, age-appropriate challenges, motivation; collaboration and teamwork; problem solving and logical reasoning; ethical and moral reasoning; knowledge and practice of human and Constitutional values; personal safety (gender sensitization & abuse prevention); Fundamental Duties; citizenship skills and values; knowledge of India; environmental awareness, sanitation and hygiene etc.

10.2 Code of Conduct by the Coaching Center

- (i) The number of students to be enrolled in each class/ batch may be clearly defined in the prospectus and published on website. In no case such enrolment shall be increased in class/batch during the currency of the course.
- (ii) The number of students admitted may be in line with the requirements of maintaining a healthy teacher-student ratio in each class and for creating more opportunities for building relationship with tutor and counsellors. It should be ensured that students are able to connect with the tutor and the student has easy access and visibility to the screen / blackboards.
- (iii) The coaching center shall not enroll student below 16 years of age or the student enrolment should be only after secondary school examination.
- (iv) The students shall be well apprised about the difficulty of exams, syllabus, level of intensity of preparation and efforts required from the student before enrolling into the curriculum.
- (v) The students shall be made aware about the educational environment, cultural living, realities, and difference between preparation of school level examinations and competitive examination.
- (vi) Apart from options for admission in engineering and medical institutes, information about other career options may be provided to the students, so that they do not get stressed about their future and can choose a new option of alternative careers.
- (vii) An admission or mock test to assess the capability of the student may be conducted. Based on the capability and interest of student, the coaching center may convey the realistic expectation of student's capability to parents and suggest the way forward.
- (viii) The students and parents shall be made aware that admission in the coaching center is no way guarantee of success for admission in institutions like medical, engineering, management, law etc. or in the competitive examination.
- (ix) Coaching center should conduct periodic workshops and sensitization sessions regarding students' mental health in collaboration with mental health professionals.
- (x) Coaching center should create awareness amongst students and parents regarding the pedagogy, the timeline of the course, and the facilities available in the coaching center. They may be counselled about negative impacts of unnecessary mental pressure and burden of expectation on their children.
- (xi) Coaching center shall not make public the result of assessment test conducted by it. Keeping the assessment test confidential, it should be used for regular analysis of performance of students and the student whose education performance is deteriorating, should be provided counselling as per the provisions of this guidelines.

II. Counselors and Psychologists Support

- (i) Due to high competition and academic pressure on students, coaching centers should take steps for mental wellbeing of the students and may conduct classes without putting undue pressure on its students. Also, they should establish the mechanism for immediate intervention to provide targeted and sustained assistance to students in distress and stressful situation.
- (ii) The competent authority may take steps to ensure that a counseling system be developed by the coaching center and is easily available for the students and parents. Information about the

names of psychologists, counselors, and the time they render services may be given to all students and parents. Trained counsellors could be appointed in the coaching center to facilitate effective guidance and counselling for students and parents.

(iii) Coaching centers are encouraged to involve counselors and experienced psychologists to counsel and provide psychotherapeutic service to students for the resolution of mental stress and depression.

(iv) Career counsellors may be onboarded to assess the student's interest, aptitude and capability, and accordingly guide and counsel the students and their parents with realistic expectations to choose the best career option.

(v) Regular workshops and awareness weeks may be arranged for parents, students and teachers on mental health and prevention of stress by the coaching center. It should also focus on basic training in health, good nutrition, personal and public hygiene, disaster response and first-aid as well as scientific explanations of the detrimental and damaging effects of alcohol, tobacco, and other drugs. The matter of positive parenting should also be stressed upon in the interaction session organized for parents by the center in the context of students' mental health, resilience and responsible self-care.

(vi) Tutors may undergo training in mental health issues to convey information effectively and sensitively to students about their areas of improvement.

(vii) As part of counselling, the coaching center should establish peer group interaction. Coaching center may organize group-based curricular exercises in discussions, competitions and projects.

(viii) The doubts of student shall be resolved by those tutors who have taught in the class so that student feel satisfied.

(ix) The coaching center shall follow framework for promotion of mental health in the institution as per the following:

Framework for Mental Health Promotion		
Level of Problems	Stakeholders to be involved	Level of Intervention
Mental Wellbeing	Entire Institutional Community	Mental Wellbeing Integrated in Institutional Curriculum
Mental Health Knowledge Attitudes & Behavior	All Students and Tutors	Mental Wellbeing - Part of General Health Curriculum
Psychosocial Problems	Counsellors, Tutors, Peer Mentors, Wardens and Citizens	Extending Additional Help to Students in Need
Severe Problems/Disorders	Counsellors, Institutional Doctors and Other Experts	Professional Management

12. Inclusivity and Accessibility

(i) The coaching center shall not discriminate against any applicant / student on the basis of religion, race, caste, sex, place of birth, descent etc. during the admission and teaching process.

(ii) Special provisions may be made by the coaching center to encourage greater representation of students from vulnerable communities such as female students, students with disabilities, and students from marginalized groups.

(iii) The coaching center building, and the surrounding premises shall be Divyang-friendly and in compliance with the provisions of the Rights of Persons with Disabilities Act, 2016.

(iv) Tutors may be sensitized regarding learning disabilities and make students with learning disabilities feel comfortable.

(v) Divyang-friendly provisions such as braille, e-readers, and toilets etc. may be made wherever possible.

(vi) Support classes may be provided to students with disabilities who require additional support in their academics.

(vii) Batch segregation on academic performance ground shall not be done, as it leads to excessive pressure on the students affecting their mental health. Batches should be formed in the order of entry / admission of students and the batch shall not be changed till completion of the course.

13. Maintenance of Records

(i) The coaching center should maintain and produce such records, accounts, registers, or other documents, as may be prescribed by the appropriate government.

(ii) The coaching center may submit the annual report to the competent authority for the record.

14. Restriction on shifting of Coaching center

Coaching center shall be conducting coaching only at the place indicated in the registration certificate and shall not be shifted to any other place than its registered place, without the prior written approval of the Competent Authority in that behalf.

15. Enquiry of activities of the coaching center

The competent authority, or any other officer authorized by the appropriate government shall conduct continuous monitoring of the activities of the coaching center and enquire any coaching center regarding the fulfillment of required eligibility of registration and satisfactory activities of the coaching center.

16. Disposal of complaints

(i) A complaint may be filed before the competent authority against the coaching centers by the student, parent or tutor / employee of the coaching center and against the students / parents by the coaching centers. The complaints shall be disposed of within thirty days by the competent authority or by an inquiry committee constituted for the purpose by appropriate government.

(ii) After giving opportunity of hearing on the report of the competent authority or the inquiry committee as the case may be, the competent authority shall impose penalty or take action for cancellation of registration.

17. Penalties

(1) The competent authority shall have power of the civil courts. The competent authority shall have such power which is vested in the courts under civil procedure code 1908 (Central Act no. 5 of 1908) for consideration of any suit namely-

(a) to accept evidence with proof through affidavit;

(ii) to summon and to enforce attendance of any person, and his examination on oath;

(iii) to enforce production of records; and

(iv) to award cost.

(2) In case of violation of any of the terms and conditions of registration or general conditions, the coaching center shall be liable for penalties as follows:

(i) Rs 25,000/- for first offence

(ii) Rs. 1,00,000/- for the second offence

(iii) revocation of registration for subsequent offence

18. Cancellation of registration.

The certificate of registration granted to the coaching center, without prejudice to any other penal action that may be taken for violation of relevant law, at any time be cancelled, if the concerned competent authority is satisfied that the coaching center has contravened any of the provisions of the guidelines or violated any of the terms and conditions subject to which the registration was granted:

Provided that no such order shall be passed by the competent authority without giving the holder of such certificate a reasonable opportunity of showing cause against the proposed order.

19. Procedure for Appeal

Any Person aggrieved by the order of refusal to register a coaching center or its renewal or cancellation of registration, may, within thirty days from the date of receipt of such order, appeal to the appellate authority in the manner as may be specified by the appropriate government.
