APPENDIX-15

Grievance Redressal Mechanism for Students and Faculty

1) Grievance Redressal Mechanism for Students

In order to provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as for those seeking admission to such institutions, AICTE has notified All India Council for Technical Education (Redressal of Grievance of Students) Regulation, 2019 vide F.No.1- 101/PGRC/AICTE/ Regulation/2019 dated 07.11.2019 for establishment of grievance redressal mechanism for all AICTE approved Technical Institutions. Non-compliance of the above Regulations shall call for punitive action.

Guidelines for Establishment of Grievance Redressal Mechanism for students and faculty.

Refer: Redressal of Grievance of Students Regulation, 2019 vide F.No.1-101/PGRC/AICTE / Regulation / 2019 dated 07.11.2019 and **Appendix 6.3.2**.

2) Grievance Redressal Mechanism for Faculty / Staff

It is mandatory for all Technical Institutions to address the grievances of faculty/staff members including service matters at the Institution level itself. A Grievance Redressal Committee (GRC) for faculty/staff members shall be constituted by each Institution to look into the grievances of the faculty/staff members. The composition of the GRC shall be as follows:

a) Principal of the Institution as Chairperson

b) One Senior Professor of the affiliating University as a Member

c) One official from University or State DTE (Directorate of Technical Education) (to be nominated by DTE/University Vice Chancellor) as a Member

d) One Senior Faculty (not below Associate Professor) as Member.

i. A complaint from an aggrieved faculty/staff member relating to the institution shall be addressed to the Chairperson, Grievance Redressal Committee (GRC).

ii. The GRC shall send its report with recommendations, if any, to the concerned DTE or University and a copy thereof to the aggrieved faculty/staff member, within a period of 15 days from the date of receipt of the complaint.

iii. In case faculty/staff is not satisfied with the decision of Grievance Redressal Committee, they may appeal to the concerned affiliating University/State DTE (in case of diploma institute) for redressal of their grievance.

The University level or DTE level Grievance Redressal Cell established by the University or DTE shall address such grievances and settle the matter at State/University level.

An Institution shall furnish, prominently, on its website, all relevant information in respect of the Grievance Redressal Committee(s) coming under its purview.

Refer: All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) regulations, 2021 vide F.no. 1-103/AICTE/PGRC/Regulation/2021 dated 25.03.2021

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6.3 Structure of the Committees

6.3.1 Structure of Anti Ragging Committee

Every Institution/ University including Institution Deemed to be University imparting Technical Education shall constitute a Committee to be known as the Anti-Ragging Committee to be nominated and headed by the Head of the Institution, and consisting of representatives of Civil and Police Administration, Local Media, Non-Government Organizations involved in youth activities, representatives of Faculty members, representatives of parents, representatives of students belonging to the freshers' category as well as senior students, non-teaching staff and shall have a diverse mix of membership in term of Level as well as gender.

6.3.2 Grievance Redressal Mechanism

In order to provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as for those seeking admission to such institutions, AICTE has notified All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 vide F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019 for establishment of grievance redressal mechanism for all AICTE approved Technical Institutions. Non-compliance of the above Regulations shall call for punitive action.

Student Grievance Redressal Committee (SGRC)

- A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- Every AICTE approved institution shall constitute Student Grievance Redressal Committee (SGRC) with the following composition, namely:

a. Principal of the College- Chairperson;

b. Three senior members of the teaching faculty to be nominated by the Principal as Members and out of three one member shall be female and other from SC/ST/OBC category;

c. A representative from among students of the College to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities- Special Invitee.

- The term of the members and the special invitee shall be of two years.
- The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- In considering the grievances before it, the SGRC shall follow principles of natural justice.
- The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
- Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

Appointment, Tenure, Removal and Conditions of Services of Ombudsperson:

- Each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redress of Grievances of Students) Regulations, 2019.
- There shall be one or more part-time functionaries designated as Ombudsperson to hear, and decide on, appeals preferred against the decisions of the SGRCs.

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- For institutions which are offering diploma level course(s) and are affiliated to Board of Technical Education (BTE), the concerned Directorate of Technical Education (DTE) shall appoint an Ombudsperson for redressal of grievances of students.
- For Institution which are not affiliated to any University and offering Diploma, Post Diploma, Post Graduate Certificate, Post Graduate Diploma Course(s) in Management, Computer Applications & Travel and Tourism, the Council shall appoint an Ombudsperson for redressal of grievances of students.
- The Ombudsperson shall be a Retired District Judge or a retired Vice Chancellor or Professor (who has worked as Dean/HOD and 10 years' experience as Professor at State/Central Universities/Institution of eminence).
- The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his tenure as Ombudsperson, be in a conflict of interest with the Institution where his/her personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the Institution.
- The Ombudsperson shall be appointed for a period of three years or until he or she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term for the same State or region, as the case may be.
- For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the Council, and shall, in addition, be eligible for eimbursement of the expenditure incurred on conveyance.
- The State Government, in the case of an Ombudsperson of a State, and the Council (for Council appointed Ombudsperson), may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour as defined under these Regulations.
- No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person not below the rank of judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

Functions of Ombudsperson:

- The Ombudsperson shall hear appeals from an aggrieved student(s), only after the student has availed all other remedies provided under these Regulations.
- While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

Procedure for Redressal of Grievances by Ombudspersons and Student Grievance Redressal Committees:

- Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.

- The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- An aggrieved person may appear either in person or authorize a representative to present his/her case.
- Grievances not resolved by the Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these Regulations.
- Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Council, which shall take action in accordance with the provisions of these Regulations.
- The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons therefore as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.
- The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Council any failure on the part of the institution to comply with the recommendations.
- The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

Information Regarding Ombudspersons and Student Grievance Redressal Committees:

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

Consequences of Non-Compliance:

The Council shall in respect of any Technical institution, which wilfully contravenes or repeatedly fails to comply with the recommendation of the Ombudsperson or the Student Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions, namely:

- Withdrawal of approval granted to the Technical Institution;
- Withdrawal of declaration of fitness or entitlement to receive grants or financial assistance from the Council;
- withholding any grant allocated to the Technical Institution;
- Declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Council;
- Informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of Council, declaring that the institution does not possess the minimum standards for redressal of grievances;
- Recommend to the affiliating University for withdrawal of affiliation, in case of a University affiliated institution or DTE affiliated institution;
- Such other action as may be deemed necessary and appropriate against an institution for non-compliance.

Provided that no action shall be taken by the Council under these Regulations, unless the institution has been given an opportunity to explain its position and an opportunity of being heard has been provided to it.

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