

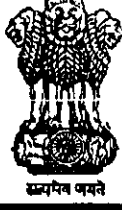
#### **5.1.4**

**The institution has a transparent mechanism, for timely redressal of student grievances including sexual harassment and ragging cases**

**Grievance Committee  
UGC/GNIOT Policy**

**Greater Noida Institute of Technology (Engg. Institute)**

**Plot No. 7, Knowledge Park II, Greater Noida  
Uttar Pradesh 201310 India**



# भारत का राजपत्र The Gazette of India

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NEW DELHI, THURSDAY, JUNE 7, 2012/JYAISTHA 17, 1934

## अखिल भारतीय तकनीकी शिक्षा परिषद् अधिसूचना

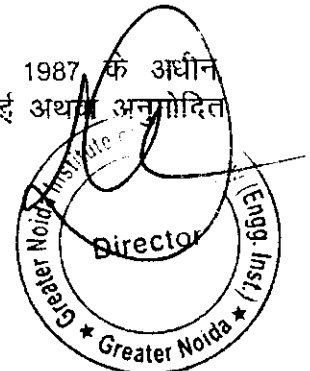
नई दिल्ली, 25 मई, 2012

### अखिल भारतीय तकनीकी शिक्षा परिषद् ( शिकायत निवारण के लिए तंत्र की स्थापना ) विनियम, 2012

फा. सं. 37-3/विधि/2012.—तकनीकी शिक्षा प्रदान करने वाली तकनीकी संस्थाओं द्वारा प्रवेश में पारदर्शिता सुनिश्चित करने तथा अनुचित कार्यों को रोकने के लिए सर्वश्रेष्ठ उपाय करने एवं निर्दोष विद्यार्थियों की शिकायतों के निवारण के लिए तंत्र उपलब्ध करवाने हेतु अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 (1987 का 52) की धारा 23 की उपधारा (1) के अंतर्गत प्रदत्त अपनी शक्तियों का प्रयोग करते हुए अखिल भारतीय तकनीकी शिक्षा परिषद् निम्नलिखित विनियम बनाती है, यथा :-

#### 1. संक्षिप्त नाम, प्रयोज्यता और प्रारंभ :

- (1) इन विनियमों को अखिल भारतीय तकनीकी शिक्षा परिषद् (शिकायत निवारण के लिए तंत्र की स्थापना) विनियम, 2012 कहा जाएगा।
- (2) ये विनियम अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 के अधीन अखिल भारतीय तकनीकी शिक्षा परिषद् द्वारा मान्यता प्रदान की गई अथवा अनुमोदित की गई सभी संस्थाओं पर लागू होंगे।

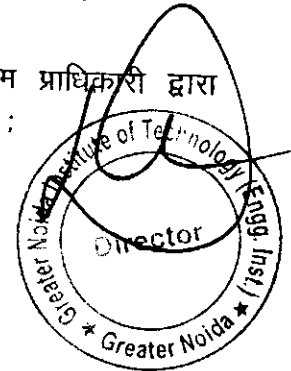


(3) ये राजपत्र में इनके प्रकाशन की तारीख से प्रवृत्त होंगे।

## 2. परिभाषा :

(1) इन विनियमों में जब तक कि संदर्भ से अन्यथा अपेक्षित न हो, —

- क) "अधिनियम" से अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 अभिप्रेत है ;
- ख) "पीडित विद्यार्थी" से अभिप्रेत ऐसे विद्यार्थी से है, जिसे इन विनियमों के अंतर्गत शिकायत के रूप में परिभाषित मामलों में कोई शिकायत है ;
- ग) "महाविद्यालय" से अभिप्रेत कोई ऐसी संस्था, चाहे वह उस नाम से या किसी अन्य नाम से ज्ञात अभिप्रेत है, जो किसी विश्वविद्यालय से कोई अर्हता प्राप्त करने के लिए किसी पाठ्यक्रम की व्यवस्था करती है और जिसे ऐसे पाठ्यक्रम की व्यवस्था करने के लिए, ऐसे विश्वविद्यालय के नियमों और विनियमों के अनुसार, सक्षम माना गया है और जो ऐसे पाठ्यक्रम का अध्ययन करने वाले छात्रों को ऐसी अर्हता प्रदान किए जाने के लिए परीक्षा आयोजित करती है ;
- घ) "परिषद्" से अखिल भारतीय तकनीकी शिक्षा परिषद् अभिप्रेत है ;
- ङ) "घोषित प्रवेश नीति" से अभिप्रेत शिक्षा के किसी भी पाठ्यक्रम अथवा कार्यक्रम में प्रवेश देने हेतु बनाई गई ऐसी नीति से है, जिसे परिषद् द्वारा अनुमोदित अथवा मान्यता प्रदान की गई हो एवं संस्था द्वारा प्रस्तुत किया गया हो तथा परिषद् द्वारा निर्दिष्ट किए गए अनुसार प्रकाशित किया गया हो।
- च) "शिकायतों" में पीडित विद्यार्थी द्वारा की गई निम्नलिखित शिकायतें शामिल होंगी, यथा :-
- (i) मेरिट के आधार पर प्रवेश हेतु संस्थान की घोषित प्रवेश नीति के विपरीत प्रवेश देना ;
- (ii) संस्थान द्वारा अपनाई गई प्रवेश प्रक्रिया में अनियमितता ;
- (iii) संस्थान की घोषित प्रवेश नीति के अनुसार प्रवेश देने से इंकार करना ;
- (iv) किसी भी व्यक्ति द्वारा उस संस्थान में प्रवेश लेने के उद्देश्य से जमा किए गए उसके दस्तावेज जैसे डिग्री, डिप्लोमा अथवा अन्य कोई और प्रमाण-पत्र अथवा अन्य दस्तावेजों को, उसकी इच्छा के विरुद्ध किसी भी अन्य पाठ्यक्रम अथवा कार्यक्रम में अध्ययन जारी रखने हेतु उत्प्रेरित अथवा विवश करने के उद्देश्य से रोककर रखना अथवा देने से इंकार करना, किसी भी प्रकार के शुल्क अथवा शुल्कों को अदा करने के लिए विवश करना ;
- (v) संस्था की घोषित प्रवेश नीति में निर्दिष्ट शुल्क अथवा सक्षम प्राधिकारी द्वारा अनुमोदित शुल्क से अधिक धनराशि की संस्था द्वारा मांग करना ;
- (vi) प्रवेश में यथाःतामू आरक्षण नीति का उल्लंघन ;



(x) परन्तु हटाने का कोई भी आदेश तब तक पारित नहीं किया जाएगा, जब तक लोकपाल को उसके विरुद्ध लगाए गए आरोपों की सूचना देकर तथा उसको सुनवाई का उचित अवसर देकर, ऐसे व्यक्ति द्वारा, जो कि उच्च न्यायालय के न्यायाधीश के रैंक से कम ना हो, इन आरोपों की जाँच न कर ली जाए।

2. तकनीकी संस्था के मामले में, संबद्ध विश्वविद्यालय के कुलपति द्वारा एक शिकायत निवारण समिति गठित की जाएगी, जिसमें संबंधित संस्था (ओं) की अवस्थिति (लोकेशन) को ध्यान में रखते हुए संबंधित तकनीकी संस्था से अथवा तकनीकी संस्थाओं के समूह से पाँच सदस्य होंगे।

#### 4. लोकपाल (आम्बड्समैन) की शक्तियां एवं प्रकार्य :

(1) लोकपाल निम्न में से किन्हीं भी शिकायतों को सुनने के लिए अपनी शक्तियों का प्रयोग करेगा :-

(i) किसी विद्यार्थी द्वारा उस संस्था में उपलब्ध सभी शिकायत निवारण उपायों को प्रयुक्त करने के पश्चात्, विद्यार्थी द्वारा विश्वविद्यालय अथवा उससे संबद्धता प्राप्त संस्था अथवा किसी संस्था, जैसा भी मामला हो, के विरुद्ध की गई शिकायत ; तथा

(ii) उस संस्था में विद्यार्थी के रूप में प्रवेश लेने हेतु कोई भी आवेदक।

(2) उत्तर पुस्तिकाओं के पुनर्मूल्यांकन अथवा पुनःअंकन के लिए दिये गये आवेदनों पर लोकपाल द्वारा तब तक विचार नहीं किया जाएगा, जब तक उनमें परिणामों को ठोस रूप से प्रभावित करने वाली कोई विशिष्ट अनियमितता अथवा भेदभाव बरते जाने संबंधी विशिष्ट कारण न हो।

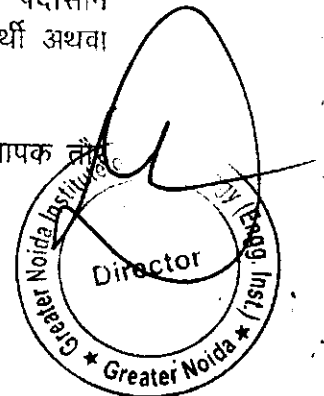
(3) भेदभाव संबंधी शिकायतों की सौहार्दपूर्ण सुनवाई के लिए लोकपाल को यह अधिकार होगा कि वह भेदभाव संबंधी किसी शिकायत की सुनवाई के दौरान अनुसूचित जाति, अनुसूचित जनजाति, सामाजिक एवं आर्थिक पिछड़े वर्ग (एस.ई.बी.सी.), अल्पसंख्यक अथवा विकलांग श्रेणी से किसी व्यक्ति को अपनी सहायता के लिए अपने साथ रख सकता है।

#### 5. शिकायत निवारण प्रक्रिया :

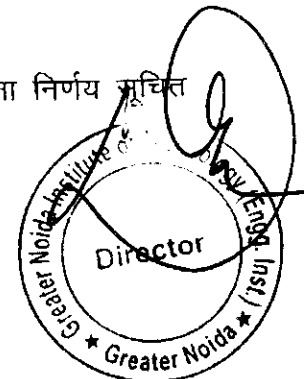
(1) प्रत्येक तकनीकी संस्था लोकपाल के निर्णयानुसार, संस्था के एक उपयुक्त पदासीन कर्मचारी के नेतृत्व में एक रजिस्ट्री स्थापित करेगी। जहाँ पर पीडित विद्यार्थी अथवा व्यक्ति अपनी शिकायत के निवारण हेतु आवेदन कर सकता है।

(2) स्थापित की गई इस रजिस्ट्री का पता सूचना पट्ट तथा विवरणिका सहित व्यापक तौर पर प्रचारित किया जाएगा तथा संस्था की वेबसाइट पर भी डाला जाएगा।

2057 GI/12-2



- (3) रजिस्ट्री में आवेदन प्राप्त होने पर, इसका प्रभारी-कर्मचारी इसके बारे में लोकपाल को सूचित करेगा तथा सात दिन के अंदर इसका उत्तर देने हेतु इसकी प्रति तुरंत संस्था को उपलब्ध करवायेगा।
- (4) लोकपाल शिकायत की सुनवाई के लिए तारीख निश्चित करेगा, जिसकी सूचना पीड़ित व्यक्ति को तथा संस्थान को लिखित अथवा इलेक्ट्रॉनिक माध्यम से (जैसा भी संभव हो) दी जाएगी।
- (5) पीड़ित व्यक्ति अपना पक्ष रखने के लिए स्वयं उपस्थित हो सकता है अथवा अधिकृत किये गये प्रतिनिधि के माध्यम से अपना पक्ष रख सकता है।
- (6) लोकपाल नैसर्गिक न्याय के सिद्धान्तों के निदेशन अनुसार शिकायत की सुनवाई करेगा।
- (7) शिकायतों के शीघ्र निवारण हेतु लोकपाल प्रत्येक आवेदन की प्राप्ति के एक माह के अंदर इसका निपटारा करना सुनिश्चित करेगा।
- (8) तकनीकी संस्था से यह अपेक्षा की जाती है कि वह शिकायतों के निवारण हेतु लोकपाल के साथ सहयोग करेगी। यदि वे ऐसा नहीं करती है, तो इस बारे में लोकपाल द्वारा अभातशिप को सूचित किया जाएगा।
- (9) शिकायत के निवारण तथा प्रभावित पक्ष को आवश्यक राहत देने के लिए, लोकपाल अपनी कार्यवाही के निष्कर्ष के तौर पर, कारणों सहित उचित समझे जाने वाले आदेश पारित कर सकेगा।
- (10) खण्ड (9) के अन्तर्गत प्रत्येक आदेश, लोकपाल के हस्ताक्षर से पीड़ित व्यक्ति तथा संस्था को दिया जाएगा तथा ऐसे आदेश तकनीकी संस्था की वेबसाइट पर भी डाले जाएंगे।
- (11) तकनीकी संस्था के लिए यह अपेक्षित होगा कि वह लोकपाल के आदेशों का अनुपालन करे।
- (12) लोकपाल के ऐसे किसी आदेश का संस्था द्वारा अनुपालन न किये जाने पर, परिषद् द्वारा उपयुक्त समझी जाने वाली कार्रवाई हेतु, अभातशिप को सूचित किया जाएगा।
- (13) शिकायत पीड़ित विद्यार्थी, उसके माता-पिता अथवा लोकपाल की विशेष अनुमति प्राप्त करके किसी अन्य व्यक्ति द्वारा की जा सकती है।
- (14) झूठी/निराधार शिकायत के मामले में लोकपाल शिकायतकर्ता के विरुद्ध उपयुक्त कार्रवाई हेतु आदेश दे सकता है।
- (15) सिद्धान्तों एवं प्रक्रिया की उपरोक्त रूप रेखा, निम्नलिखित को छोड़कर, तकनीकी संस्थान में शिकायत निवारण समिति की कार्य प्रणाली पर लागू होगी :-  
 (क) एकमतता के अभाव में, शिकायत समिति बहुमत के आधार पर निर्णय ले सकती है;  
 (ख) शिकायत समिति शिकायत प्राप्त होने के दस दिन के भीतर अपना निर्णय सूचित करेगी।



6. विश्वविद्यालय तथा संबंधित तकनीकी संस्था अपनी विवरणिका में शिकायत निवारण तंत्र के प्रावधानों, लोकपाल तथा विद्यार्थियों के अधिकारों और कर्तव्यों के विषय में प्रमुखता से विस्तृत जानकारी उपलब्ध करवाएगी।

7. अनुपालन न किये जाने के परिणाम :

परिषद् द्वारा ऐसी किसी भी तकनीकी संस्था के संबंध में निम्नलिखित में से कोई एक अथवा अधिक कार्रवाई शुरू की जा सकती है, जो जानबूझकर लोकपाल के आदेशों का अनुपालन नहीं करती अथवा अनुपालन करने में बार-बार असफल रहती है, यथा :

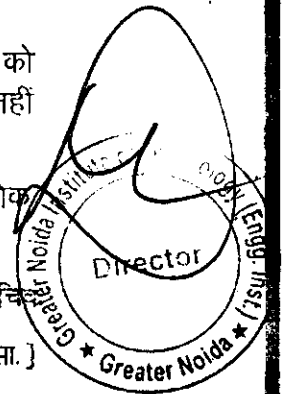
- (क) अखिल भारतीय तकनीकी शिक्षा परिषद् (तकनीकी संस्थाओं का अनुमोदन) विनियम, 2010 तथा परिषद् द्वारा इसमें समय-समय पर संशोधित अथवा परिवर्तित किए गए प्रावधानों के अधीन तकनीकी संस्था को प्रदान किए गए अनुमोदन की वापसी अथवा कोई अन्य कार्रवाई अथवा जुर्माना ;
- (ख) परिषद् द्वारा प्रदान की गई फिटनेस की घोषणा को वापस लेना अथवा अनुदान प्राप्त करने हेतु पात्रता अथवा परिषद् द्वारा दिए जाने वाली वित्तीय सहायता को वापस लेना ;
- (ग) तकनीकी संस्था को आबंटित किए गए किसी अनुदान को रोकना ;
- (घ) परिषद् के वित्तीय सहायता प्रदान करने वाले किसी भी सामान्य अथवा विशिष्ट कार्यक्रमों हेतु विचार करने के लिए तकनीकी संस्था को अपात्र घोषित करना ;
- (ङ) प्रवेश के लिए संभावित विद्यार्थियों सहित जन साधारण को समाचार पत्रों में प्रमुख रूप से नोटिस प्रकाशित करके अथवा अन्य उपयुक्त संचार माध्यम से तथा परिषद् की वेबसाइट/वेबपोर्टल पर घोषणा करके यह सूचित करना कि तकनीकी संस्था के पास शिकायत निवारण हेतु न्यूनतम मानक उपलब्ध नहीं हैं ;
- (च) संबद्धता प्रदान करने वाले विश्वविद्यालय को संस्था की संबद्धता वापस लेने हेतु सिफारिश करना ;
- (छ) राज्य अधिनियम के अधीन स्थापित अथवा निगमित तकनीकी विश्वविद्यालय के मामले में संगत राज्य सरकार को उसके द्वारा प्रदान किए गए उक्त विश्वविद्यालय के दर्जे को वापस लेने की सिफारिश करना ;
- (ज) परिषद् को प्रदत्त शक्तियों के अंतर्गत, इन विनियमों के प्रावधानों के अनुपालनार्थ, परिषद् तकनीकी संस्था पर उपयुक्त समझी जाने वाली ऐसी ही अन्य कोई कार्रवाई कर सकती है तथा उस विशिष्ट समयावधि के दौरान अभातिप अधिनियम में दिए गए प्रावधानों के अधीन ऐसे ही अन्य जुर्माने लगा सकती है :

परंतु संस्था को अपनी स्थिति स्पष्ट करने हेतु अनुरोध किये बिना तथा संस्था को सुनवाई का अवसर दिये बिना, अभातिप द्वारा इस खंड के अंतर्गत कोई कार्रवाई नहीं की जाएगी।

8. ये विनियम, तकनीकी, चिकित्सा शिक्षा संस्थाओं एवं विश्वविद्यालयों में अनुचित कार्यों पर रोक लगाने हेतु अधिनियम के लागू होने पर उपलक्षित रूप में निरसित होंगे।

डॉ. के. पी. आईज़ैक, सदस्य सचिव

[विज्ञापन III/4/131/12/असा.]



**ALL INDIA COUNCIL FOR TECHNICAL EDUCATION****NOTIFICATION**

New Delhi, the 25th May, 2012

**All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations, 2012**

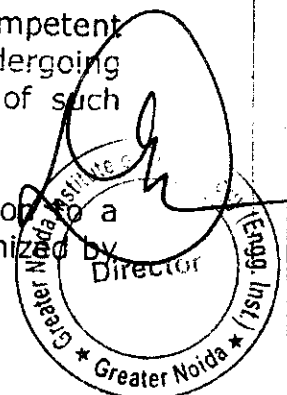
**F. No. 37-3/Legal/2012.**— In order to ensure transparency by Technical institutions imparting technical education, in admissions and with Paramount Objective of preventing unfair practices and to provide a mechanism to innocent students for redressal of their grievances, In exercise of the power conferred under Clause 1 of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), the All India Council for Technical Education makes the following Regulations, namely :

**1. SHORT TITLE, APPLICATION AND COMMENCEMENT :**

- (1) These regulations may be called the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations, 2012.
- (2) They shall apply to every Technical Institution recognized or approved by the All India Council for Technical Education under the All India Council for Technical Education Act, 1987.
- (3) They shall come into force from the date of its publication in the Official Gazette.

**2. DEFINITION :**

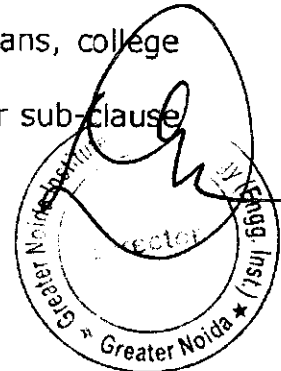
- (1) In these regulations unless the context otherwise requires -
  - a) "Act" means the All India Council for Technical Education Act, 1987;
  - b) 'Aggrieved student' means a student who has any complaint in the matters concerned with the grievances as defined under these regulations;
  - c) "College" means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any qualification from a university and which, in accordance with the rules and regulations of such university, is recognized as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;
  - d) "Council" means the All India Council for Technical Education;
  - e) "Declared Admission Policy" means such policy for admission to a course or programme of study as may be approved or recognized by



the Council and offered by the institution and published in such manner as the council may specify;

- f) 'Grievances' may include the following complaints of the aggrieved students namely -
- (i) making admission contrary to merit determined in accordance with the declared admission policy of the institute;
  - (ii) irregularity in the admission process adopted by the institute;
  - (iii) refusing admission in accordance with the declared admission policy of the institute;
  - (iv) withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue;
  - (v) demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
  - (vi) breach of the policy for reservation in admission as may be applicable;
  - (vii) complaints of alleged discrimination by students from Scheduled Caste, Scheduled Tribes, OBC, women, minority or disabled categories;
  - (viii) non payment or delay in payment of scholarships to any students that such institution is committed, under the conditions imposed by AICTE, or by any other authority;
  - (ix) delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
  - (x) on provision of student amenities as may have been promised or required to be provided by the institution;
  - (xi) denial of quality education as promised at the time of admission or required to be provided;
  - (xii) non transparent or unfair evaluation practices;
  - (xiii) harassment and victimization of students including sexual harassment; and
  - (xiv) refund of fees on withdrawal of admissions as per AICTE instructions from time to time.
- g) 'Grievance Redressal Committee' means a Committee constituted under these Regulations;
- h) "institution" for the purposes of these Regulations, means, college or institution as the case may be;
- i) "Ombudsman" means such Ombudsman appointed under sub-clause (1) of clause (3) of these Regulations;

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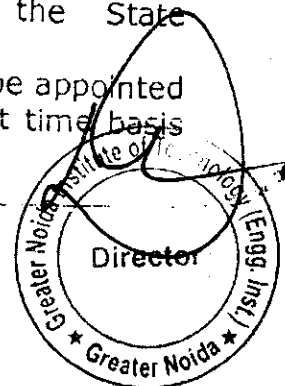




- j) "Technical education" means programs of education as defined under section 2[g] of the All India Council for Technical Education, Act, 1987;
- k) "Technical Institution" means an Institution as defined under section 2[h] of the All India Council for Technical Education, Act, 1987;
- l) "University" means a university established or incorporated by or under a Central Act or State Act and includes an institution deemed to be university declared as such under section 3 of the UGC Act 1956.

### 3. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES UNDER REDRESSAL MECHANISM

- 1. i) Each Technical University shall appoint an Ombudsman for redressal of grievances of students under these regulations.
- ii) The Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a Retired Professor who has at least 10 years experience.
- iii) The Ombudsman shall not, at the time of appointment, during one year before appointment, or in the course of his tenure as ombudsman, be in a conflict of interest with the university where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the university.
- iv) The Ombudsman, or any member of his immediate family shall not :
  - a) hold or have held at any point in the past, any post, employment in office of profit in the University,
  - b) have any significant relationship including personal, family, professional or financial, with the university,
  - c) hold any university position, called by whatever name, under the administration or governance structure of the university.
- v) The Ombudsman in a State Technical University shall be appointed by the University on a part time basis from a panel of three names suggested by the search committee consisting of the following members :
  - a) Nominee of the Governor of concerned State - Chairman
  - b) Two Vice Chancellors by rotation from Public Universities of the State concerned
  - c) One Vice Chancellor by rotation from Private Universities of the State concerned
  - d) Secretary (Higher Technical Education) of the State concerned- Convenor
- vi) The Ombudsman in a Central Technical University shall be appointed by the Central Technical University concerned on a part time basis



from a panel of three names suggested by the search committee consisting of the following members:

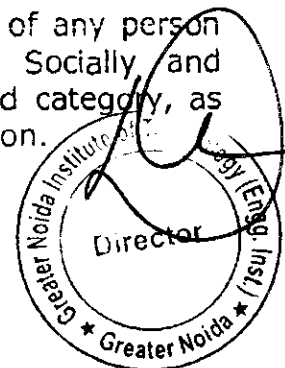
- a) Chairman AICTE - Chairman
  - b) One Vice Chancellor from Central Technical Universities by rotation
  - c) Joint Secretary Higher Technical Education, MHRD, Government of India
  - d) Member Secretary AICTE - Convenor
- vii) The Ombudsman shall be a part time officer appointed for a period of three years or till 70 years of age whichever is earlier from the date he resumes the office and may be reappointed for another one term in the same university.
- viii) Ombudsman shall be paid a consolidated fees of Rs. 3000 to 5000 per hearing, in addition to the conveyance
- ix) The Ombudsman may be removed on charges of proven misconduct or misbehavior by the concerned appointing authority:
- x) Provided that no order of removal shall be passed except after an inquiry made in this regard by a person not below the rank of High Court Judge in which such Ombudsman has been informed of the charges against him and given a reasonable opportunity of being heard in respect of those charges.

2. In case of Technical Institution, the Vice Chancellor of the affiliating university shall constitute a grievance redressal committee consisting of five members for an individual Technical Institution or a group of Technical Institutions, keeping in view the location of the Technical Institution(s) concerned.

#### 4. POWERS AND FUNCTIONS OF OMBUDSMAN :

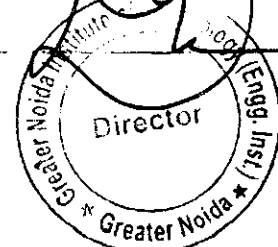
- (1) The Ombudsman shall exercise its powers to hear any grievance -
  - (i) of any student against the university or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and
  - (ii) of any applicant for admission as student to such institution.
- (2) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (3) The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Caste, Scheduled Tribe, Socially and economically backward classes (SEBC) minority or disabled category, as amicus curiae, for hearing complaints of alleged discrimination.

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**5. PROCEDURE IN REDRESSAL OF GRIEVANCES :**

- (1) Each Technical institution shall establish a registry, headed by an employee of the institute of appropriate rank as the Ombudsman may decide, where an aggrieved student or person may make an applicant seeking redressal of grievance.
- (2) The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the institution.
- (3) On receipt of an application by the registry, the employee-in-charge shall inform the Ombudsman and shall immediately provide a copy to the institution for furnishing its reply within seven days.
- (4) The Ombudsman shall fix a date for hearing the complaint which shall be communicated to the institute and the aggrieved person either in writing or electronically, as may be feasible.
- (5) An aggrieved person may appear either in person or represented by such person as may be authorized to present his case.
- (6) The Ombudsman shall be guided by principles of natural justice while hearing the grievance.
- (7) The Ombudsman shall ensure disposal of every application within one month of receipt for speedy redress of grievance.
- (8) The Technical institution shall be expected to co-operate with the Ombudsman in redress of grievances and failure to do so may be reported by the Ombudsman to AICTE.
- (9) On the conclusion of proceedings, the Ombudsman shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- (10) Every order under clause (9), under the signature of the Ombudsman, shall be provided to the aggrieved person and the institution and shall be placed on the website of the Technical institution.
- (11) The Technical institution shall comply with the order of the Ombudsman.
- (12) Any order of the Ombudsman not complied with by the institution shall be reported to the AICTE for appropriate action as deemed fit by the Council.
- (13) A complaint shall be filed by the aggrieved student, his / her parent or with a special permission from the ombudsman, by any other person.
- (14) In case of any false/frivolous complaint, the ombudsman may order appropriate action against the complainant.
- (15) The principles and procedures outlined above shall apply to the working of the Grievance Redressal Committee in the Technical Institute except
  - (a) in case of lack of unanimity, the Grievance Committee shall take decisions by majority;
  - (b) the Grievance Committee shall communicate its decisions within ten days of receipt of complaint.



6. The University and the Technical Institution concerned shall provide detailed information regarding provisions of grievance redressal mechanism, ombudsman and the duties and rights of students in their prospectus prominently.

#### 7. CONSEQUENCES OF NON-COMPLIANCE :

The Council shall in respect of any Technical Institution that willfully contravenes or repeatedly fails to comply with orders of the Ombudsman, may proceed to take one or more of the following actions, namely;

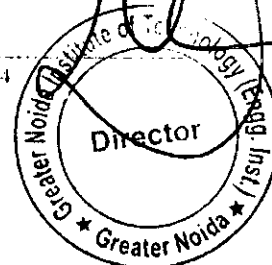
- (a) Withdraw the approval granted to the Technical Institution or any other action or penalty as provided under the All India Council for Technical Education (Grant of Approvals for Technical Institutions) Regulation, 2010 as modified or amended by the Council from time to time;
- (b) withdrawal of declaration of fitness or entitlement to receive grants or financial assistance from the Council;
- (c) withholding any grant allocated to the Technical institution;
- (d) declaring the Technical institution ineligible for consideration for any assistance under any of the general or special assistance programmes of the Council;
- (e) informing the general public, including potential candidates for admission, through a notice displayed prominently in the newspapers or other suitable media and posted on the website/web portal of the Council, declaring that the Technical Institution does not possess the minimum standards for redressal of grievances;
- (f) recommend to the affiliating university for withdrawal of affiliation;
- (g) recommend to the appropriate State Government for withdrawal of status as university in case of a Technical university established or incorporated under a State Act;
- (h) taking such other action within its powers as the Council may deem fit and impose such other penalties as may be provided in the Act for such duration of time as the Technical institution complies with the provisions of these Regulations :

Provided that no action shall be taken by AICTE under this clause unless the technical institution has been asked to explain its position and opportunity of being heard has been provided to it.

8. These regulations shall stand impliedly repealed on coming into force of the Prohibition of Unfair Practices in Technical, Medical Educational Institutions and Universities Act.

Dr. K. P. ISAAC, Member Secy.

[ADVT. III/4/131/12/Exty.]





अखिल भारतीय तकनीकी शिक्षा परिषद्  
(भारत सरकार का एक सार्वजनिक निकाय)  
(मानव संसाधन विकास मंत्रालय, भारत सरकार)  
नेल्सन मंडेला मार्ग, वसंत कुंज, नई दिल्ली-110070  
दूरभाष: 011-26131497  
ई मेल: ms@aicte-india.org

प्रो. आलोक प्रकाश मिश्रा  
सदस्य सचिव  
**Prof. Alok Prakash Mittal**  
Member Secretary

**ALL INDIA COUNCIL FOR TECHNICAL EDUCATION**  
(A Statutory Body of the Govt. of India)  
(Ministry of Human Resource Development, Govt. of India)  
Nelson Mandela Marg, Vasant Kunj, New Delhi-110070  
Phone: 011-26131497  
E-mail: ms@aicte-india.org

F.No. : 1-101/PGRC/AICTE/Regulation/2019

Dated: 22/07/2019

**Public Notice**  
**on DRAFT**

**All India Council for Technical Education (Redressal of Grievance of Students)**  
**Regulations, 2019**

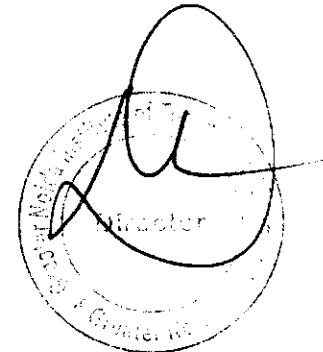
AICTE has notified All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations, 2012 in official Gazette of India on 25<sup>th</sup> May, 2012. In supersession of these Regulations, AICTE has prepared a draft "All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019". These Regulations are aimed at addressing and effectively resolving grievances of students related to the AICTE approved Technical Institutions.

The draft All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 is available on AICTE website for inviting suggestions. The feedback and comments on the above draft All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019, may be sent to AICTE via e-mail [pubgrv@aicte-india.org](mailto:pubgrv@aicte-india.org) on or before 20<sup>th</sup> August, 2019.

  
22/7/19

Member Secretary, AICTE

10/10/2019  
Grievance  
(English)  
Grievance



**Draft**

**ALL INDIA COUNCIL FOR TECHNICAL EDUCATION  
New Delhi, the ..... July, 2019**

**NOTIFICATION**

**F.No. 1-101/PGRC/AICTE/Regulation/2019-** In exercise of the power conferred under clause (1) of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), and in supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation 2012, the All India Council for Technical Education makes the following Regulations, namely:

**1. SHORT TITLE, APPLICATION AND COMMENCEMENT:**

- a. These regulations shall be called as the All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019.
- b. They shall apply to all Technical Institutions recognized or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.
- c. They shall come into force from the date of their publication in the Official Gazette.

**2. OBJECTIVE:**

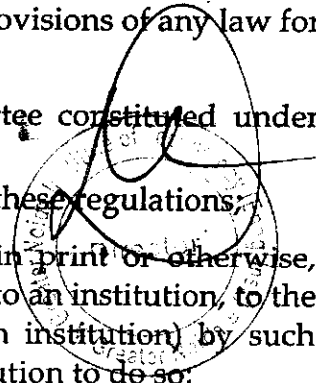
To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

**3. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:**

- (a) "Act" means the All India Council for Technical Education Act, 1987;
- (b) "Council " means the All India Council for Technical Education
- (c) "UGC" means University Grants Commission
- (d) "Technical Education" means programs of education as defined under section 2(g) of the All India Council for Technical Education, Act, 1987
- (e) "Technical Institution" means an Institution as defined under section 2(h) of the All India Council for Technical Education, Act, 1987;
- (f) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (g) "declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution;
- (h) "Grievance" means and includes/complaint(s) made by an aggrieved student in respect of the following namely:
  - admission contrary to merit determined in accordance with the declared admission policy of the institution;
  - irregularity in the process under the declared admission policy of the institution;

- iii. ~~refusal to admit in~~ accordance with the declared admission policy of the institution;
- iv. ~~non-publication of prospectus by~~ the institution, in accordance with the provisions of these regulations;
- v. ~~publication by the institution of any~~ information in the prospectus, which is false or misleading, and not based on facts;
- vi. ~~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;~~
- vii. ~~demand of money in excess of that specified to be charged in the declared admission policy of the institution;~~
- viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. ~~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 Council;~~
- x. ~~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 Council;~~
- xi. failure by the institution to provide student amenities as set out in the prospects, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices, adopted by the institution for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus or as may be notified by the Council;
- xiv. complaints of alleged discrimination of students from Scheduled Castes, Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided; and
- xvi. harassment or victimization of a students, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force; and

- (i) "Student Grievance Redressal Committee" means a Committee constituted under these Regulations;
- (j) "Ombudsperson" means the Ombudsperson appointed under these regulations;
- (k) "Prospectus "means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;



Signature  
 Date: \_\_\_\_\_  
 Place: \_\_\_\_\_

- (l) "Region "means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these regulations; namely, Central Region comprising Madhya Pradesh, Gujarat and Chhattisgarh; Eastern Region comprising Andaman and Nicobar, Sikkim, Orissa, Jharkhand, Assam, Manipur, Nagaland, Mizoram, Tripura, Meghalaya, Arunachal Pradesh, West Bengal; Northern Region comprising Bihar, Uttar Pradesh, Uttarakhand; North West Region comprising Chandigarh, Haryana, Jammu and Kashmir, Delhi, Punjab, Rajasthan, Himachal Pradesh; Southern Region comprising Tamil Nadu, Puducherry; South Central Region comprising Andhra Pradesh, Telengana; South Western Region comprising Karnataka, Lakshadweep, Kerala; and Western Region comprising Goa, Maharashtra, Daman and Diu, Dadra and Nagar Haveli.
- (m) "State" means a State specified in the First Schedule to the Constitution and includes a Union territory;
- (n) "Students "means a person enrolled, or seeking admission to be enrolled, in any institution to which these regulations apply;

**4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:**

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
  - a. the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
  - b. the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
  - c. the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
  - d. the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
  - e. each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
  - f. rules/regulations for imposition and collection of any fines specified heads or categories, minimum and maximum fine;
  - g. the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;



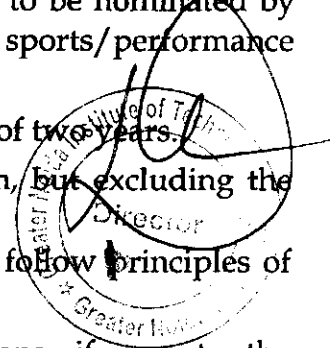
- h. details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.
- i. information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
- j. all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, an in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- k. any other information as may be specified by the Council:

Provided that an institution shall publish / upload information referred to in items (a) to (k) of this regulations on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in different newspapers and through other media.

(2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

**5. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC):**

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- (ii) 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 - 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.
- (iii) The term of the members and the special invitee shall be of two years.
- (iv) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (v) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (vi) 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.



(vii) 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.

**6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:**

- (i) 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.
- (ii) 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.
- (iii) For institution who 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 student.
- (iv) For Institution who 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 student.
- (iii) 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).
- (iv) 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 personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the Institution.
- (v) 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.
- (vi) 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 reimbursement of the expenditure incurred on conveyance.
- (vii) 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.
- (viii) 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.

Director  
 State Government  
 Mohali

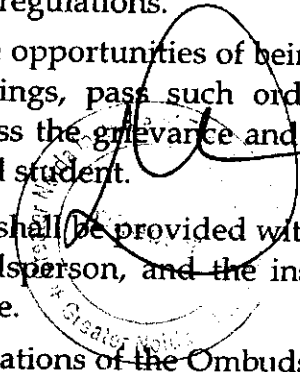
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**7. FUNCTIONS OF OMBUDSPERSON:**

- i. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- ii. 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.
- iii. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- iv. 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).

**8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

- (i) 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.
- (ii) 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.
- (iii) 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.
- (iv) An aggrieved person may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these regulations.
- (vi) 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.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) 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.
- (ix) 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.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.



*[Handwritten signature]*

**9. 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.

**10. CONSEQUENCES OF NON-COMPLIANCE:**

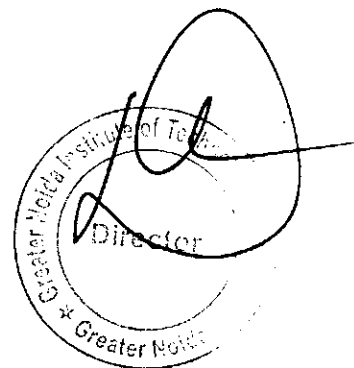
The Council shall in respect of any Technical institution, which wilfully contravenes or repeatedly fails to comply with the recommendation of the Ombudsperson or the Student Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions, namely:

- (a) withdrawal of approval granted to the Technical Institution;
- (b) withdrawal of declaration of fitness or entitlement to receive grants or financial assistance from the Council;
- (c) withholding any grant allocated to the Technical Institution;
- (d) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Council;
- (e) 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;
- (f) recommend to the affiliating university for withdrawal of affiliation, in case of a university affiliated institution or DTE affiliated institution;
- (g) such other action as may be deemed necessary and appropriate against an institution for non-compliance.

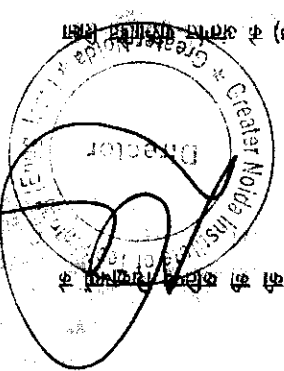
Provided that no action shall be taken by the Council under this regulation, unless the institution has been given an opportunity to explain its position and an opportunity of being heard has been provided to it.

**(Prof. Alok Prakash Mittal)**  
**Member Secretary**

*[Faint, illegible text and a handwritten mark]*



- (क) अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्ग्त परिभाषित स्थान है
- (ख) अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 अधिनियम है
- (ग) अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान कायमगी से है।
- (घ) अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान है



3. परिभाषा : इस विधियामे 'अखिल भारतीय नर्सोंकी शिक्षा परिषद' का अर्थ निम्नलिखित है—

1. अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान पर कार्य करती है और जिसके अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान कायमगी से है।

2. अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान का अर्थ निम्नलिखित है—

क. अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान पर कार्य करती है और जिसके अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान कायमगी से है।

ख. अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान पर कार्य करती है और जिसके अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान कायमगी से है।

ग. अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान पर कार्य करती है और जिसके अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान कायमगी से है।

घ. अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान पर कार्य करती है और जिसके अधिनियम से अखिल भारतीय नर्सोंकी शिक्षा परिषद अधिनियम, 1987 की धारा 2(ब) के अन्तर्गत परिभाषित स्थान कायमगी से है।

श्री 410] नए दिल्ली, भारत, सप्तरा 19, 2019/शुक्रवार 28, 1941

NEW DELHI, TUESDAY, NOVEMBER 19, 2019/KARTIKA 28, 1941

PUBLISHED BY AUTHORITY.

अधिकार से जारी है।

PART III—Section 4

भाग III—खण्ड 4

EXTRAORDINARY

**भारत का अतिरिक्त**

**The Gazette of India**

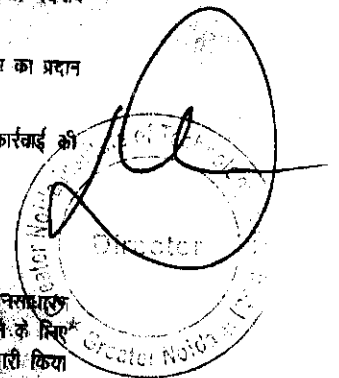
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- (घ) "विश्वविद्यालय" से अभिप्रेत केन्द्रीय अधिनियम अथवा राज्य अधिनियम द्वारा स्थापित अथवा मान्यता प्राप्त संस्थान हैं जिनके अधिनियम 1956 के खण्ड 3 में घोषित की गई मानित विश्वविद्यालय संस्थाएं भी शामिल हैं।
- (ण) "पीढ़ित विद्यार्थी" से अभिप्रेत किसी ऐसे विद्यार्थी से है, जिसे इन विनियमों के तहत परिभाषित शिकायतों के संबंध में किसी मामले अथवा तत्संबंधी किसी मामले में कोई शिकायत हो।
- (ण) "घोषित प्रवेश नीति" से अभिप्रेत संस्था द्वारा पेशकश किए जा रहे किसी पाठ्यक्रम या अध्ययन कार्यक्रम में प्रवेश के लिए संस्थान की विद्यार्थियों में प्रकाशित की गई किसी ऐसी नीति से है, जिसमें उसके अंतर्गत आने वाली प्रक्रियाएं भी शामिल हैं।
- (ध) "शिक्षण" का अर्थ है और इसमें शिक्षण प्रक्रिया में किसी पीढ़ित विद्यार्थी(यों) द्वारा की गई शिक्षण प्रक्रियाएं शामिल हैं जो संस्थान की प्रवेश के लिए घोषित प्रवेश नीति के अनुरूप निर्धारित की गई बाध्यता के विपरीत प्रवेश दिए जाने।
- ii. संस्थान की घोषित प्रवेश नीति के अंतर्गत प्रक्रिया में अनियमितताएं ;
  - iii. संस्थान की घोषित प्रवेश नीति के अनुरूप प्रवेश देने से इंकार किया जाना ;
  - iv. इन विनियमों के प्रयोजनों के अनुरूप संस्था द्वारा विवरणिका का प्रकाशन न किया जाना ;
  - v. संस्थान द्वारा विवरणिका में किसी कोई जानकारी देना जो कि सही और संपूर्ण हो, और तथ्यों पर आधारित नहीं है ;
  - vi. किसी विद्यार्थी द्वारा ऐसे संस्थान में प्रवेश लेने के प्रयोजन से जमा किए गए किसी दस्तावेज जो कि उपाधि दिप्लोमा या किसी अन्य पुरस्कार के प्रमाणपत्र के रूप में अथवा अन्य दस्तावेज हैं, को अपने पास रख लेना या वापस करने से इंकार करना जबकि ऐसे किसी पाठ्यक्रम या अध्ययन कार्यक्रम के संबंध में विद्यार्थी को किसी शुल्क अथवा शुल्कों का भुगतान करने हेतु तैयार किया जा सके अथवा मजबूर किया जा सके जिसमें विद्यार्थी अध्ययन नहीं करना चाहता हो ;
  - vii. संस्था की घोषित प्रवेश नीति में विनिर्दिष्ट निर्धारित राशि से अधिक धनराशि की मांग करना ;
  - viii. विद्यार्थियों की विभिन्न श्रेणियों के लिए प्रवेश में सीटों के आरक्षण के संबंध में वर्तमान में लागू किसी कानून का संस्थान द्वारा उल्लंघन किया जाए ;
  - ix. ऐसे किसी संस्थान की घोषित प्रवेश नीति के तहत अथवा परिषद द्वारा विहित किन्हीं शर्तों यदि कोई हो तो, के तहत किसी के विद्यार्थी हेतु पाठ्य छात्रवृत्ति या वित्तीय सहायता का भुगतान नहीं किया जाता अथवा विलंब से भुगतान किया जाता ;
  - x. संस्थान के शैक्षणिक कैंलेडर में अथवा परिषद द्वारा विहित ऐसे किसी कैंलेडर में विनिर्दिष्ट अनुसूची से इतर परीक्षाओं के आयोजन में अथवा परीक्षा के परिणामों की घोषणा में विलंब करना ;
  - xi. विवरणिका में यथा-उल्लिखित, अथवा संस्थान द्वारा लागू किसी कानून के किसी उपबंध के तहत यथा-अपेक्षित विद्यार्थियों को सुविधा प्रदान करने में संस्थान द्वारा शिथिल रहना ;
  - xii. विद्यार्थियों के मूल्यांकन के लिए संस्थान द्वारा अपनाई गई गैर-पारदर्शी अथवा अनुचित पद्धतियां ;
  - xiii. ऐसे किसी विद्यार्थी को शुल्क में प्रतिशोध में विलंब करना अथवा इंकार करना जो कि विवरणिका में उल्लिखित समय के भीतर अथवा जैसा की परिषद द्वारा अधिसूचित किया जाए, के भीतर प्रवेश त्याग देता है ;
  - xiv. अनुसूचित जाति, अनुसूचित जाति, अन्य पिछड़ा वर्ग, महिला, अल्पसंख्यक अथवा दिव्यांग श्रेणियों के विद्यार्थियों के उचित भेदभाव की शिकायत ;
  - xv. प्रवेश दिए जाने के समय जैसा भरोसा दिलाया गया था अथवा प्रदान किए जाने अपेक्षित था के अनुरूप गुणवत्तापूर्ण शिक्षा का प्रदान नहीं किया जाना ; तथा
  - xvi. विद्यार्थी के उत्तीर्ण के अन्य मामलों के अलावा जिन पर वर्तमान में लागू किसी कानून के दंडात्मक उपबंधों के तहत कार्रवाई की जानी हो, विद्यार्थी का उत्तीर्ण किया जाना अथवा उसे निशाना बनाया जाना।
- (ज) "विद्यार्थी शिकायत निवारण समिति" (एसजीआरसी) से अभिप्राय इन विनियमों के तहत गठित किसी समिति से है।
- (ट) "लोकपाल" (आम्बड्समैन) से अभिप्रेत इन विनियमों के तहत नियुक्त लोकपाल (आम्बड्समैन) से है।
- (ठ) "विवरणिका" का अभिप्राय और इसमें ऐसा कोई भी प्रकाशन शामिल है, चाहे वह मुद्रित स्वरूप में अथवा अन्यथा हो, जिसे जनसामान्य (जिसमें ऐसे संस्थान में प्रवेश पाने के इच्छुकों सहित) को एक संस्था से संबंधित निष्पक्ष और पारदर्शी जानकारी प्रदान करने के लिए ऐसे संस्थान अथवा किसी प्राधिकरण अथवा ऐसे संस्थान द्वारा ऐसा करने के लिए प्राधिकृत किए गए किसी व्यक्ति द्वारा जारी किया गया हो ;
- (ड) "क्षेत्र" का अभिप्राय एक भौगोलिक क्षेत्र, जिसमें राज्य शामिल हैं, जिन्हें इन विनियमों को लागू करने हेतु चुनकर बनाने के प्रयोजनार्थ ऐसा निर्धारित किया गया हो - नगल, मध्य क्षेत्र जिसमें मध्य प्रदेश, गुजरात और छत्तीसगढ़ शामिल हैं ; पूर्वी क्षेत्र में अंडमान और निकोबार, सिक्किम, ओडिशा, झारखण्ड, असम, मणिपुर, नागालैंड, मिजोरम, त्रिपुरा, मेघालय, अरुणाचल प्रदेश, पश्चिम बंगाल शामिल





- (घ) परिषद के किसी भी सहाय्य अथवा विशेष सहायता कार्यक्रम के अन्तर्गत किसी भी सहायता को प्राप्त करने हेतु विचार विचारित संस्थान को अयोग्य घोषित करना ;
- (ङ) उपयुक्त मीडिया में प्रमुखता से प्रदर्शित कर और परिषद की वेबसाइट पर पोस्ट कर संभावित अभ्यर्थियों सहित जनसमाचार को सूचित करना तथा इस बाबत घोषणा करना की संस्थान में शिकायतों के निवारण के लिए न्यूनतम मानक मौजूद नहीं है ;
- (च) विश्वविद्यालय से सम्बद्धता प्राप्त संस्थान अथवा सीटीई से सम्बद्धता प्राप्त संस्थान के मामले में, शिकायतों को कायम लेने के लिए विश्वविद्यालय संस्थान अथवा सीटीई सम्बद्धता संस्थान को सिफारिश करना ;
- (छ) गैर-अनुपालना के लिए संस्थान के विरुद्ध ऐसी अन्य कार्रवाई करना जो आवश्यक और उचित समझी जाए
- प्रतीति कि इन विनियमों के तहत परिषद द्वारा कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति स्पष्ट करने के लिए अवसर नहीं दिया गया हो और उसे सुने जाने का अवसर प्रदान नहीं किया गया हो।

श्री० शशीश कुमार, सचिव

[ विज्ञापन-111/4/अस/297/19 ]

**ALL INDIA COUNCIL FOR TECHNICAL EDUCATION**  
(REDRESSAL OF GRIEVANCE OF STUDENTS) REGULATIONS, 2019  
**NOTIFICATION**

New Delhi, the 7th November, 2019

**F.No. 1-101/PGRC/AICTE/Regulation/2019.**—In exercise of the power conferred under clause (1) of Section 23 of the All India Council for Technical Education Act, 1987 (52 of 1987), and in supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation 2012 dated 25th May, 2012, the All India Council for Technical Education makes the following Regulations, namely:

**1. SHORT TITLE, APPLICATION AND COMMENCEMENT:**

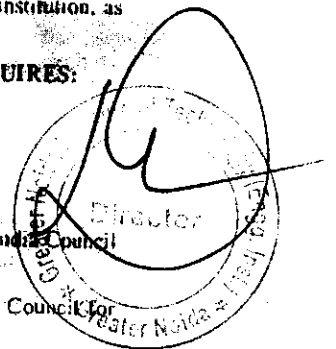
- a. These Regulations shall be called as the All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019.
- b. They shall apply to all Technical Institutions recognized or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.
- c. They shall come into force from the date of their publication in the Official Gazette.

**2. 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.

**3. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:**

- (a) "Act" means the All India Council for Technical Education Act, 1987;
- (b) "Council" means the All India Council for Technical Education;
- (c) "UGC" means University Grants Commission;
- (d) "Technical Education" means programs of education as defined under section 2(g) of the All India Council for Technical Education, Act, 1987;
- (e) "Technical Institution" means an Institution as defined under section 2(h) of the All India Council for Technical Education, Act, 1987;
- (f) "University" means a university established or incorporated by or under a Central Act or State Act and includes an institution deemed to be university declared as such under section 3 of the UGC Act, 1956.
- (g) "Aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these Regulations.
- (h) "Declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.



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(i) "Grievance" means and includes, complaint(s) made by an aggrieved student(s) in respect of the following namely:

- i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the process under the declared admission policy of the institution;
- iii. refusal to admit in accordance with the declared admission policy of the institution;
- iv. non-publication of prospectus by the institution, in accordance with the provisions of these Regulations;
- v. publication by the institution of any information in the prospectus which is false or misleading, and not based on facts;
- vi. withholding of, or refusal to return, any document in the form of certificates or diplomas 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;
- vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- viii. violation by the institution of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. 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 Council;
- x. 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 Council;
- xi. 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;
- xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Council;
- xiv. complaints of alleged discrimination of students from Scheduled Castes, Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided; and
- xvi. 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.

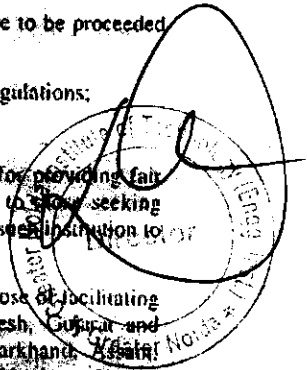
(j) "Student Grievance Redressal Committee" means a Committee constituted under these Regulations;

(k) "Ombudsperson" means the Ombudsperson appointed under these Regulations;

(l) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;

(m) "Region" means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these Regulations: namely, Central Region comprising Madhya Pradesh, Gujarat and Chhattisgarh; Eastern Region comprising Andaman and Nicobar, Sikkim, Orissa, Jharkhand, Assam, Manipur, Nagaland, Mizoram, Tripura, Meghalaya, Arunachal Pradesh, West Bengal; Northern Region comprising Bihar, Uttar Pradesh, Uttarakhand; North West Region comprising Chandigarh, Haryana, Jammu and Kashmir, Ladakh, Delhi, Punjab, Rajasthan, Himachal Pradesh; Southern Region comprising Tamil Nadu, Puducherry; South Central Region comprising Andhra Pradesh, Telengana; South Western Region comprising Karnataka, Lakshadweep, Kerala, and Western Region comprising Goa, Maharashtra, Daman and Diu, Dadra and Nagar Haveli.

LOD  
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Admission  
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Policy



Signature  
Secretary

- (n) "State" means a State specified in the First Schedule to the Constitution of India and includes a Union territory;
- (o) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution to which these Regulations apply.

**4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:**

- (1) Every institution shall publish and/or upload on its website before expiry of admission fees prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
  - a. the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching, lab, practical, seminars and other assignments;
  - b. the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
  - c. the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
  - d. the process of selection of eligible candidates for such admission, including all relevant information regarding the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
  - e. each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
  - f. rules/regulations for imposition and collection of any fines specified heads or categories, minimum and maximum fine;
  - g. the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
  - h. details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof;
  - i. information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
  - j. all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and in particular such discipline relating to the prohibition of tagging of any student or students and the consequences thereof and for violating the provisions of any Regulation in this behalf made by the relevant statutory regulatory authority; and
  - k. any other information as may be specified by the Council;

Provided that an institution shall publish/upload information referred to in items (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public, may be drawn to such publication on the website through advertisements displayed prominently in different newspapers and through other media.

- (2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

**5. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC):**

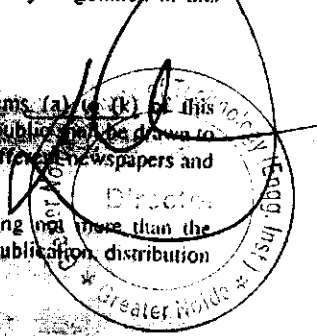
- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- (ii) Every AICTE approved institution shall constitute Student Grievance Redressal Committee (SGRC) with the following composition, namely:

Not mentioned in Prospectus

Not mentioned in Prospectus

Not mentioned in Prospectus

Price of Prospectus



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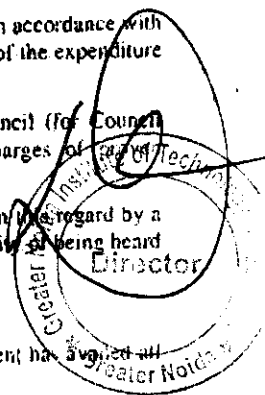
- a. Principal of the College- Chairperson;
- b. Three senior members of the teaching faculty to be nominated by the Principal as Members and out of three one member shall be female and other from SC/ST/OBC category.
- c. A representative from among students of the College to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities- Special invitee.
- (iii) The term of the members and the special invitee shall be of two years.
- (iv) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (v) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (vi) 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.
- (vii) 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.

#### 6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

- (i) 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.
- (ii) 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.
- (iii) 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.
- (iv) 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.
- (v) 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).
- (vi) 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.
- (vii) 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.
- (viii) 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 reimbursement of the expenditure incurred on conveyance.
- (ix) 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 gross misconduct or misbehaviour as defined under these Regulations.
- (x) 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.

#### 7. FUNCTIONS OF OMBUDSPERSON:

- i. The Ombudsperson shall hear appeals from an aggrieved student(s), only after the student has availed all other remedies provided under these Regulations.



- ii. 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.
- iii. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- iv. 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).

### 8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- (i) 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.
- (ii) On receipt of an online complaint, the institution shall enter the complaint to the appropriate Student Grievance Redressal Committee, along with all documents within 15 days of receipt of complaint on the online portal.
- (iii) 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.
- (iv) An aggrieved person may appear either in person or authorize a representative to present his/her case.
- (v) Grievances not resolved by the Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these Regulations.
- (vi) 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.
- (vii) 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.
- (viii) 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.
- (ix) 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.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

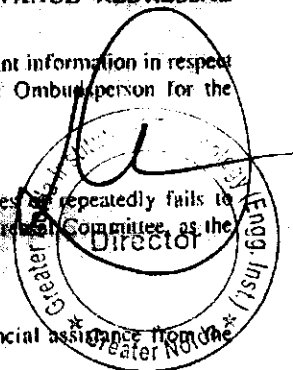
### 9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

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.

### 10. 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:

- (a) withdrawal of approval granted to the Technical Institution;
- (b) withdrawal of declaration of fitness or entitlement to receive grants or financial assistance from the Council;
- (c) withholding any grant allocated to the Technical Institution;

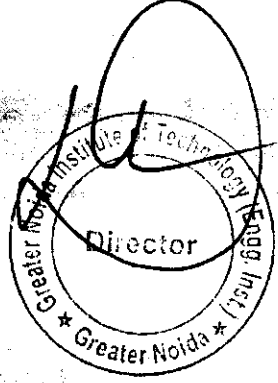


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- (d) [REDACTED] for consideration for any assistance under any of the general or [REDACTED] programs of the [REDACTED]
- (e) [REDACTED] candidates for admission through a [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
- (f) [REDACTED] [REDACTED] University for withdrawal of affiliation, in case of a University affiliated [REDACTED] or DTE affiliated institution;
- (g) [REDACTED] as may be deemed necessary and appropriate against an institution for non-[REDACTED]

Prof. RAJIVE KUMAR, Member Secy.  
 [ADVT.-III/7/Exty./297/19]

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 (Engineer)  
 Greater





प्रो. राजीव कुमार  
सदस्य सचिव

**Prof. Rajive Kumar**  
**Member Secretary**



सत्यमेव जयते

अखिल भारतीय तकनीकी शिक्षा परिषद्

(भारत सरकार का एक सांविधिक निकाय)

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**ALL INDIA COUNCIL FOR TECHNICAL EDUCATION**

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Nelson-Mandela Marg, Vasant Kunj, New Delhi-110067

Phone: 011-26131497

E-mail: [ms@aicte-india.org](mailto:ms@aicte-india.org)

F.No. : 1-101/PGRC/AICTE/Regulation/2019/9530-9537 Dated: /11/2019

**Subject: Request to adhere/Implement the provisions prescribed under All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019-reg.**

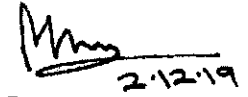
Dear Sir/Madam,

In supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation, 2012 dated 25<sup>th</sup> May, 2012, AICTE has been framed All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 which is published in official Gazette of India on 19.11.2019. The said Regulations are available on AICTE web portal. These Regulations are aimed at addressing and effectively resolving grievances of students of AICTE approved Technical Institutions.

2. These Regulations shall apply to all Technical Institutions recognised or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.

3. In view of the above, all AICTE approved institutions are hereby requested to adhere/implement the provisions prescribed under these Regulations.

Yours faithfully,

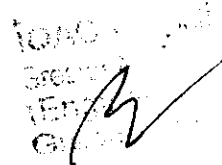
  
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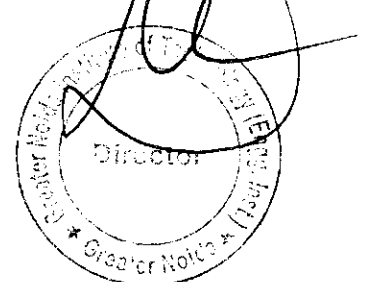
(Prof. Rajive Kumar)  
Member Secretary

The Principals/Directors,  
AICTE Approved Institutions

Copy to:

The Regional Officers, AICTE







प्रो. राजीव कुमार

सदस्य सचिव

Prof. Rajive Kumar

Member Secretary



सत्यमेव जयते

अखिल भारतीय तकनीकी शिक्षा परिषद्

(भारत सरकार का एक सांविधिक निकाय)

मानव संसाधन विकास मंत्रालय, भारत सरकार  
नेल्सन मंडेला मार्ग, वसंत कुंज, नई दिल्ली - 110070

दूरभाष: 011-26131497

ई मेल: ms@aicte-india.org

**ALL INDIA COUNCIL FOR TECHNICAL EDUCATION**

(A Statutory Body of the Govt. of India)

Ministry of Human Resource Development, Govt. of India

Nelson Mandela Marg, Vasant Kunj, New Delhi-110067

Phone: 011-26131497

E-mail: ms@aicte-india.org

**NOTIFICATION**

F.no. 1-101/PGRC/AICTE/Regulation/2019

Date: 13.08.2020

The All India Council for Technical Education (AICTE) has notified All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019, which is published in Official Gazette of India on 19.11.2019. These regulations are aimed at addressing and effectively resolving grievance of students of AICTE approved technical institutions. All the AICTE approved Institutions have been advised to implement these Regulations in their institutions.

As per these Regulations, all aggrieved students are required to approach Student Grievance Redressal Committee (SGRC) appointed by the concerned Institutions for redressal of their grievances. In case they are not satisfied with the decision of the SGRC, they may approach to the OMBUDSPERSON to be appointed under these Regulations. Each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redressal of Grievances of Students) Regulations, 2019. 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.

Under clause 6(iv) of these regulations, AICTE is required to appoint Ombudsperson for institutions 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.

In view of the above provisions in the Regulations, AICTE has appointed the Ombudsperson for the redressal of grievances of students of AICTE approved PGDM institutions as per details below.

Dr. Devi Singh  
Former Director, IIM, Lucknow  
C/o Public Grievance Redressal Cell  
All India Council for Technical Education  
Nelson Mandela Marg  
New Delhi - 110070  
E-mail: [pgbgrc@aicte-india.org](mailto:pgbgrc@aicte-india.org)

All AICTE approved institutions shall furnish, prominently, on its website and in its prospects, all relevant information in respect of the Student Grievance Redressal Committees coming in its purview and the Ombudsperson for the purpose of appeals.

(Prof. Rajive Kumar)  
Member Secretary

To,  
The Director/ Principal  
All AICTE approved Institutions

Director  
All India Council for Technical Education  
Nelson Mandela Marg, Vasant Kunj, New Delhi-110067

28  
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# भारत का राजपत्र The Gazette of India

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असाधारण  
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नई दिल्ली, बृहस्पतिवार, मार्च 25, 2021/चैत्र 4, 1943  
NEW DELHI, THURSDAY, MARCH 25, 2021/CHAITRA 4, 1943

अखिल भारतीय तकनीकी शिक्षा परिषद्

अधिसूचना

नई दिल्ली, 22 मार्च, 2021

फा. सं. 1-103/अमातशिप/पीजीआरसी/विनियम/2021.—अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 (1987 का 52) की धारा 23 की उपधारा (1) के अंतर्गत प्रदत्त अपनी शक्तियों का प्रयोग करते हुए अखिल भारतीय तकनीकी शिक्षा परिषद् निम्नलिखित विनियम बनाती है, यथा :-

1. संक्षिप्त नाम, प्रयोज्यता और प्रारंभ :

- क. इन विनियमों का नाम अखिल भारतीय तकनीकी शिक्षा परिषद् (संकाय/स्टॉफ सदस्यों की शिकायतों का निवारण) विनियम, 2021 है।  
ख. ये विनियम अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 की धारा 10(ए) के अंतर्गत अखिल भारतीय तकनीकी शिक्षा परिषद् द्वारा मान्यता प्रदान की गई अथवा अनुमोदित की गई सभी तकनीकी संस्थाओं पर लागू होंगे।  
ग. ये राजपत्र में इनके प्रकाशन की तारीख से प्रवृत्त होंगे।

2. उद्देश्य :

किसी भी संस्था में पहले से नियुक्त और साथ ही ऐसे संस्थान में नियुक्त पाने की आकांक्षा रखने वाले संकाय/स्टॉफ सदस्यों की कतिपय शिकायतों के निवारण के लिए अवसर प्रदान करना, इस संबंध में एक तंत्र स्थापित करना।

3. परिभाषा : इन विनियमों में जब तक कि संदर्भ से अन्यथा अपेक्षित न हो :-

- (क) "अधिनियम" से अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 अभिप्रेत है ;  
(ख) "परिषद्" से अखिल भारतीय तकनीकी शिक्षा परिषद् अभिप्रेत है ;  
(ग) "यूजीसी" से विश्वविद्यालय अनुदान आयोग अभिप्रेत है ;





प्रो. राजीव कुमार

सदस्य सचिव

Prof. Rajive Kumar

Member Secretary



सत्यमेव जयते

अखिल भारतीय तकनीकी शिक्षा परिषद्

(भारत सरकार का एक सांविधिक निकाय)

मानव संसाधन विकास मंत्रालय, भारत सरकार  
नेल्सन मंडेला मार्ग, वसंत कुंज, नई दिल्ली - 110070

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**ALL INDIA COUNCIL FOR TECHNICAL EDUCATION**

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Phone: 011-26131497

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**NOTIFICATION**

F.no. 1-101/PGRC/AICTE/Regulation/2019

Date: 13.08.2020

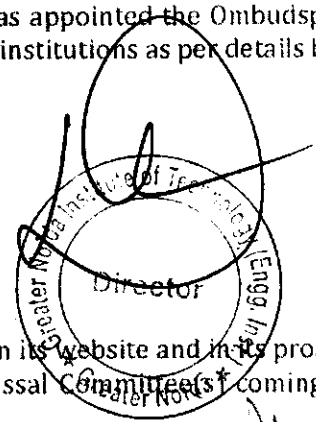
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As per these Regulations, all aggrieved students are required to approach Student Grievance Redressal Committee (SGRC) appointed by the concerned Institutions for redressal of their grievances. In case they are not satisfied with the decision of the SGRC, they may approach to the OMBUDSPERSON to be appointed under these Regulations. Each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redressal of Grievances of Students) Regulations, 2019. 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.

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All India Council for Technical Education  
Nelson Mandela Marg  
New Delhi - 110070  
E-mail: [publicgrievance@aicte-india.org](mailto:publicgrievance@aicte-india.org)



All AICTE approved institutions shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Student Grievance Redressal Committee(s) coming in its purview and the Ombudsperson for the purpose of appeals.

(Prof. Rajive Kumar)  
Member Secretary

To,  
The Director/ Principal  
All AICTE approved Institutions

10/8/2020  
Director/ Principal  
All India Council for Technical Education  
New Delhi



**GNIOT**

ग्रेटर नोएडा इंस्टीट्यूट ऑफ टेक्नोलॉजी (इंजीनियरिंग इंस्टीट्यूट)  
**GREATER NOIDA INSTITUTE OF TECHNOLOGY (Engg. Institute)**

## Policy document

### Students Grievance Redressal Committee

**Objective:** The Students Grievance Redressal Committee (SGRC) at GNIOT aimed to address and effectively resolve grievance of students and Providing opportunities for students regarding academic and non-academic matters, health services, library and other central services.

#### Jurisdictions of the Committee:

The student grievance redressal committee (SGRC) shall deal the students grievances in writing about the following –

##### Academic Matters:

Issues related to sessional marks, examination related matters or any other academic related issues.

##### Financial Matters:

Related to dues and payments

##### Administrative Matters:

Infrastructure, food, sanitation, transport related issues

Sexual harassment and ragging related issues.

##### Constitution of Committee:

The director of institute constituted the student's grievance redressal committee –

**Selection of Convener** – Convener is selected by sole discretion of the director of the institute.

**Selection of Co-Convener** – Co-Convener is selected by the director in consultation with convener.

**Selection of Faculty members** – Faculty members are selected by the director in consultation with convener and co-convener.

**Selection of Students Representative** – Student representatives are selected by the director, convener, co-convener in consultation with faculty members.

##### The composition of RGRC is under –

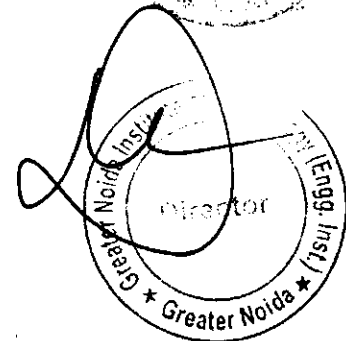
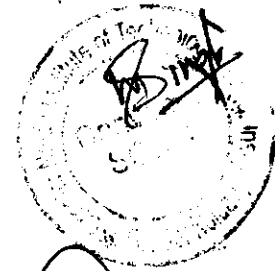
Director -- Chairperson

Convener – 01

Co Convener – 01

Faculty member – 02

Student Member - 01



28  
24

# भारत का राजपत्र The Gazette of India

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NEW DELHI, THURSDAY, MARCH 25, 2021/CHAITRA 4, 1943

अखिल भारतीय तकनीकी शिक्षा परिषद्

अधिसूचना

नई दिल्ली, 22 मार्च, 2021

फा. सं. 1-103/अभातशिप/पीजीआरसी/विनियम/2021.—अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 (1987 का 52) की धारा 23 की उपधारा (1) के अंतर्गत प्रदत्त अपनी शक्तियों का प्रयोग करते हुए अखिल भारतीय तकनीकी शिक्षा परिषद् निम्नलिखित विनियम बनाती है, यथा :-

1. संक्षिप्त नाम, प्रयोज्यता और प्रारंभ :

- क. इन विनियमों का नाम अखिल भारतीय तकनीकी शिक्षा परिषद् (संकाय/स्टॉफ सदस्यों की शिकायतों का निवारण) विनियम, 2021 है।  
ख. ये विनियम अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 की धारा 10(ट) के अधिनियम, अखिल भारतीय तकनीकी शिक्षा परिषद् द्वारा मान्यता प्रदान की गई अथवा अनुमोदित की गई सभी तकनीकी संस्थाओं पर लागू होंगे।  
ग. ये राजपत्र में इनके प्रकाशन की तारीख से प्रवृत्त होंगे।

2. उद्देश्य :

किसी भी संस्था में पहले से नियुक्त और साथ ही ऐसे संस्थान में नियुक्ति पाने की आकांक्षा रखने वाले संकाय/स्टॉफ सदस्यों की कतिपय शिकायतों के निवारण के लिए अवसर प्रदान करना, इस संबंध में एक तंत्र स्थापित करना।

3. परिभाषा : इन विनियमों में जब तक कि संदर्भ से अन्यथा अपेक्षित न हो :-

- (क) "अधिनियम" से अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 अभिप्रेत है ;  
(ख) "परिषद्" से अखिल भारतीय तकनीकी शिक्षा परिषद् अभिप्रेत है ;  
(ग) "यूजीसी" से विश्वविद्यालय अनुदान आयोग अभिप्रेत है ;

30 29

- (घ) "विश्वविद्यालय" से अभिप्रेत केन्द्रीय अधिनियम अथवा राज्य अधिनियम द्वारा अथवा इसके अंतर्गत स्थापित अथवा शामिल संस्थाएँ हैं तथा जिसमें यूजीसी अधिनियम 1956 के खण्ड 3 के अंतर्गत घोषित की गई मानित विश्वविद्यालय संस्थाएँ भी शामिल हैं।
- (ङ) "राज्य" का अभिप्राय संविधान की प्रथम अनुसूची में विनिर्दिष्ट किसी राज्य से है जिसमें संघ राज्य क्षेत्र भी शामिल हैं।
- (च) "तकनीकी शिक्षा" से अभिप्रेत, अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 की धारा 2(छ) के अंतर्गत परिभाषित शिक्षा कार्यक्रमों से है।
- (छ) "तकनीकी संस्था" से अभिप्रेत अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम 1987 की धारा 2(ज) के अंतर्गत परिभाषित संस्था से है।
- (ज) "पीड़ित संकाय/स्टॉफ सदस्य" से अभिप्रेत किसी ऐसे संकाय/स्टॉफ सदस्य से है, जिसे इन विनियमों के तहत परिभाषित शिकायतों के संबंध में किसी मामले अथवा तत्संबंधी किसी मामले में कोई शिकायत हो।
- (झ) "शिकायत" का अभिप्राय, और इसमें निम्नवत् के संबंध में किसी पीड़ित संकाय/स्टॉफ सदस्य(ओं) द्वारा की गई शिकायत(एँ) शामिल हैं, नामतः—
- किसी संकाय/स्टॉफ सदस्य द्वारा ऐसे संस्थान में नियुक्ति होने के प्रयोजन से जमा किए गए अपने किसी दस्तावेज जोकि किसी प्रमाणपत्र, डिप्लोमा, अनुभव प्रमाणपत्र, कार्यभार आदेश अथवा किसी अन्य पुरस्कार के प्रमाणपत्र के रूप में अथवा अन्य दस्तावेजों को अपने पास रख लेना, या वापस करने से इंकार करना ;
  - सेवास्त होने या सेवानिवृत्ति/त्यागपत्र जैसा भी मामला हो, के दौरान वेतन/गजदूरी और/अथवा लाभ या किसी भी अन्य पते या देय राशि आदि का भुगतान न करना ;
  - उनके वेतन और/अथवा लाभ तथा सन्मान वेतन/पदनाम/अनुभव में अन्य स्टॉफ कर्मचारियों के बीच विसंगतियाँ ;
  - कोई कारण अथवा नोटिस अथवा ज्ञापन दिए बिना सेवा-समाप्ति ;
  - त्यागपत्र/सेवानिवृत्ति पर लागू सरकार के नियमों के अनुसार अधिवर्षिता राशि का भुगतान न करना ; तथा
  - कोई अन्य देयता जो उनकी सेवा से सीधे जुड़ी हुई है और वित्तीय हानि या किसी नुकसान या आघात का कारण बनती है।
- (ञ) शिकायत निवारण समिति (जीआरसी) से अभिप्राय इन विनियमों के तहत गठित किसी समिति से है।
4. शिकायत निवारण समिति (जीआरसी) :
- (i) सभी तकनीकी संस्थानों के लिए अनिवार्य है कि वे संस्थान स्तर पर ही सेवा मामलों सहित संकाय/स्टॉफ सदस्यों की शिकायत का समाधान करें। प्रत्येक संस्था द्वारा संकाय/स्टॉफ सदस्यों की शिकायत को देखने के लिए संकाय/स्टॉफ सदस्यों हेतु एक शिकायत निवारण समिति गठित की जाएगी। शिकायत निवारण समिति का संघटन निम्नानुसार होगा :—  
क. संस्थान के प्राचार्य — अध्यक्ष  
ख. संबद्धता प्रदान करने वाले विश्वविद्यालय का एक वरिष्ठ प्रोफेसर — सदस्य के रूप में,  
ग. राज्य के तकनीकी शिक्षा निदेशालय अथवा विश्वविद्यालय से एक कार्मिक (जिसे राज्य के तकनीकी शिक्षा निदेशक/विश्वविद्यालय के कुलपति द्वारा नामांकित किया जाएगा) — सदस्य,  
घ. एक वरिष्ठ संकाय सदस्य (जोकि एसोसिएट प्रोफेसर से नीचे के रैंक का ना हो) — सदस्य के रूप में।
  - (ii) पीड़ित संकाय/स्टॉफ सदस्यों द्वारा संस्थान के संबंध में की जाने वाली शिकायत, अध्यक्ष, शिकायत निवारण समिति (जीआरसी) को संबोधित होनी चाहिए।
  - (iii) जीआरसी अपनी रिपोर्ट को अपनी सिफारिशों सहित, यदि कोई हों तो, के साथ शिकायत प्राप्ति की तिथि से 15 दिनों की अवधि के भीतर संबंधित राज्य के तकनीकी शिक्षा निदेशक अथवा विश्वविद्यालय को भेजेगी तथा इसकी एक प्रति पीड़ित संकाय/स्टॉफ सदस्य को भी भेजी जाएगी।
  - (iv) यदि संकाय/स्टॉफ सदस्य शिकायत निवारण समिति के निर्णय से संतुष्ट नहीं है, तो वे संबंधित संबद्ध विश्वविद्यालय/राज्य के तकनीकी शिक्षा निदेशालय से अपनी शिकायतों के निवारण के लिए अपील कर सकते हैं।
5. विश्वविद्यालय अथवा तकनीकी शिक्षा निदेशालय द्वारा विश्वविद्यालय स्तर पर अथवा तकनीकी शिक्षा निदेशालय (डीटीई) स्तर पर गठित शिकायत निवारण प्रकोष्ठ ऐसी शिकायतों को देखेगा तथा मामले को राज्य/विश्वविद्यालय स्तर पर सुलझाएगा।
6. शिकायत निवारण समिति के बारे में जानकारी :

संस्था को शिकायत निवारण समिति के संबंध में सभी प्रासंगिक जानकारी जोकि इसके दायरे में आती है, को संस्था की वेबसाइट पर प्रमुखता से प्रस्तुत करना होगा।

प्रो. राजीव कुमार, सदस्य-सचिव

[विज्ञापन-III/4/असा./558/2020-21]

**ALL INDIA COUNCIL FOR TECHNICAL EDUCATION  
NOTIFICATION**

New Delhi, the 22nd March, 2021

**F. No. 1-103/AICTE/PGRC/Regulation/2021.**—In exercise of the power conferred under clause (1) of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), the All India Council for Technical Education makes the following Regulations, namely:

**1. SHORT TITLE, APPLICATION AND COMMENCEMENT:**

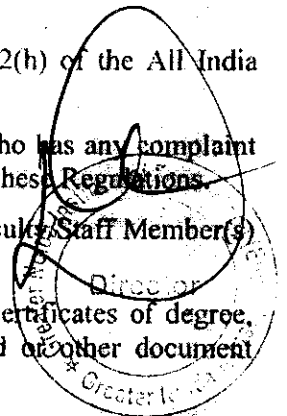
- a. These Regulations shall be called as the All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021.
- b. They shall apply to all Technical Institutions recognized or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.
- c. They shall come into force from the date of their publication in the Official Gazette.

**2. OBJECTIVE:**

To provide opportunities for redressal of certain grievances of Faculty/Staff Members already appointed in any institution, as well as those seeking appointment to such institutions, and a mechanism thereto.

**3. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:**

- (a) "Act" means the All India Council for Technical Education Act, 1987;
- (b) "Council" means the All India Council for Technical Education
- (c) "UGC" means University Grants Commission
- (d) "University" means a university established or incorporated by or under a Central Act or State Act and includes an institution deemed to be university declared as such under section 3 of the UGC Act, 1956.
- (e) "State" means a State specified in the First Schedule to the Constitution of India and includes a Union territory;
- (f) "Technical Education" means programs of education as defined under section 2(g) of the All India Council for Technical Education, Act, 1987;
- (g) "Technical Institution" means an Institution as defined under section 2(h) of the All India Council for Technical Education, Act, 1987;
- (h) "aggrieved Faculty/Staff Member" means a Faculty & Staff Member, who has any complaint in the matters relating to or connected with the grievances defined under these Regulations
- (i) "Grievance" means and includes, complaint(s) made by an aggrieved Faculty/Staff Member(s) in respect of the following service related matters namely:
  - i. withholding of, or refusal to return, any document in the form of certificates of degree, diploma, experience certificate, relieving order or any other award or other document deposited for the purpose of seeking appointment in such institution;
  - ii. non-payment of salaries/wages and/or benefits or any other allowances or dues etc. during services or retirement/resignation, as the case may be;
  - iii. Discrepancies between their wages and/or benefits and other members of staff in similar roles/post/experience.
  - iv. termination without giving any reason or notice or memorandum;
  - v. non-payment of gratuity amount as per prevailing Govt. rules in force on resignation/retirement; and



vi. any other liability which is directly connected with their service and causing financial loss or any harm or trauma.

(j) "Grievance Redressal Committee" means a Committee constituted under these Regulations;

#### 4. GRIEVANCE REDRESSAL COMMITTEE (GRC):

- (i) ~~It is mandatory for all Technical Institutions to address the grievance 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 grievance of the faculty/staff members. The composition of the GRC shall be as follows:~~
- ~~Principal of the Institution as Chairperson~~
  - ~~One Senior Professor of the affiliating University as a Member.~~
  - ~~One Official from University or State DTE (Directorate of Technical Education) (to be nominated by DTE/University Vice Chancellor) as Member.~~
  - ~~One Senior Faculty (not below Associate Professor) as Member.~~
- (ii) A complaint from an aggrieved faculty/staff member relating to the institution shall be addressed to the Chairperson, Grievance Redressal Committee (GRC).
- (iii) 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.
- (iv) 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 institutes) for redressal of their grievances.
5. 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.
6. **INFORMATION REGARDING GRIEVANCE REDRESSAL COMMITTEE:**
- An institution shall furnish, prominently, on its website, all relevant information in respect of the Grievance Redressal Committee(s) coming in its purview.

Prof. RAJIVE KUMAR, Member-Secy.

[ADVT.-III/4/Exty./558/2020-21]

