

MOTHER THERESA INSTITUTE OF PHARMACEUTICAL EDUCATION & RESEARCH

(SPONSORED BY THERESA SAMUEL GEORGE SOCIETY)

Approved by PCI & AICTE, New Delhi. Affiliated to JNTU Anantapur

46/1-N-3, George Avenue, A-Camp, Joharapuram Road,
KURNOOL 518002, Andhra Pradesh, India.

Phone : +91-8518-277572 | Helplines : +91-9849 332 122, 7330 666 762
E-mail : miperknlapindia@gmail.com | Website : www.miperknlapindia.ac.in

5.1.5: The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees





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GRIEVANCE REDRESSAL COMMITTEE (GRC)

The constitution of students' grievance redressal committee in MIPER contains the following members, chairperson and 5 or 6 members and it is constituted in every academic year with new members. The functions of the committee are to look into the complaints lodged by any student, and judge its merit. The grievance redressal committee is also empowered to look into matters of harassment.

Anyone with a genuine grievance may approach the grievance redressal committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of students' grievance redressal committee or principal.

Objectives:

- The objective of the grievance redressal committee at MIPER is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
- A grievance redressal committee has been constituted for the redressal of the problems reported by the students of the college with the following objectives:
- Upholding the dignity of the college by ensuring strife free atmosphere in the college through promoting cordial student-student relationship and student-teacher relationship etc.
- Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Suggestion/complaint box have been installed in front of the administrative block in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the academies administration in the college.
- Advising students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rill arises.





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- Advising all the students to refrain from inciting students against other students, teachers and college administration
- Advising all staffs to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.

Scope:

The Committee deals with grievances received in writing from the students about any of the following matters:

Academic Matters: Related to timely issue of duplicate mark-sheets, transfer certificates, conduct certificates or other examination related matters.

Financial Matters: Related to dues and payments for various items from library, hostels etc.

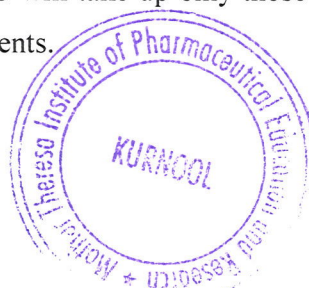
Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc.

Functions:

The cases are attended promptly on receipt of written grievances from the students. The committee formally meets to review all cases, prepares a statistical report about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure:

- The setting of the grievance redressal committee for students will be widely published.
- The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.
- The GRC will act upon those cases which have been forwarded along with the necessary documents. The GRC will take up only those matters which have not been solved by the different departments.





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- Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc are attached.
- The committee is requested to contribute effectively to dispose the grievances at the earlier

Following persons are hereby nominated as the member of grievance & redressal committee (GRC)

Chairperson:

Dr. S Shahensha

Members:

1. Mr. Marikanti Raj Kumar
2. Dr. Suresh Kasarala
3. Mr. Rodda Raghuveer
4. Mr. S Venu
5. Dr. S Shehensha





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MINUTES OF STUDENTS GRIEVANCE REDRESSAL MEETING 22-23

Date: 14/10/22

The grievance redressal committee met on 14/10/2022 at 10.00 AM in principal chamber MIPER. To review the progress of work done by the committee during the period from the last meeting.

The following students

- Yerragudi Radhika
- Yellampalli Gowthami

The students have expressed their grievance on the poor adaptability of students to online teaching mode during pandemic time and requested for more elaboration on multiple teaching methodologies for online mode of teaching. Suggestions given by the students were noted. The committee ensured that the grievance will be sorted out within one week.

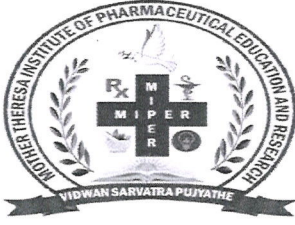
Chairperson:

Dr. S Shahensha

Members:

1. Mr. Marikanti Raj Kumar
2. Mr. Suresh Kasarala
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MINUTES OF STUDENTS GRIEVANCE REDRESSAL MEETING 22-23

Date: 16/8/22

The grievance redressal committee met on 16/08/2022 at 2.00 PM in principal chamber MIPER. Meeting is to review the progress of work done by the committee during the period from the last meeting.

The following students

- Rajaputhra Narsingh
- Sadikha Mariam Khan

The students have expressed their grievance on the maintenance of lady's washrooms in all the floors. Suggestions given by the students were noted. The committee ensured that the grievance will be sorted out within one week.

Chairperson:

Dr. S Shahensha

Members:

1. Mr. Marikanti Raj Kumar
2. Mr. Suresh Kasarala
3. Mr. Rodda Raghuveer
4. Mr. S Venu
5. Dr. S Shahensha





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MINUTES OF STUDENTS GRIEVANCE REDRESSAL

MEETING 21-22

Date: 23/6/21

The grievance redressal committee met on 23/06/21 at 12.30 PM in principal chamber MIPER. Meeting objective is to review the progress of work done by the committee during the period from the last meeting.

The following students

- A Pavan Kumar
- Boya Damayanthi

The students have expressed their grievance to provide fans in the common room and to maintain first aid kit. Suggestions given by the students were noted. The committee ensured that the grievance will be sorted out within one week.

Chairperson:

Mr. Marikanti Raj Kumar

Members:

1. Mr. Marikanti Raj Kumar
2. Dr. Suresh Kasarala
3. Mr. Rodda Raghuveer
4. Ms. Narayanamma Bheri
5. Mrs. Nallapu Swapna





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MINUTES OF STUDENTS GRIEVANCE REDRESSAL

MEETING 21-22

Date: 01/01/21

The grievance redressal committee met on 01/01/21 at 12.30 PM in in principal chamber MIPER. Meeting objective is to review the progress of work done by the committee during the period from the last meeting.

The following students

- Devarinti Lokesh
- Damam Gayathri

Have expressed their grievance stemming from poor communication within the organization, including issues with transparency, information sharing, or accessibility to leadership. Suggestions given by the students were noted. The committee ensured that the grievance will be sorted out within one week.

Chairperson:

Mr. Marikanti Raj Kumar

Members:

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2. Dr.Suresh Kasarala
3. Mr. Rodda Raghuv eer
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MINUTES OF STUDENTS GRIEVANCE REDRESSAL MEETING 20-21

Date: 02/3/21

The grievance redressal committee met on 02/03/21 at 12.30 PM in in principal chamber MIPER. Meeting objective is to review the progress of work done by the committee during the period from the last meeting.

The following students

- Bestha Yella Swami
- Bestha Brundan

Grievances related to tuition fees, financial aid disbursement, scholarships, or refunds. Suggestions given by the students were noted. The committee ensured that the grievance will be sorted out within one week.

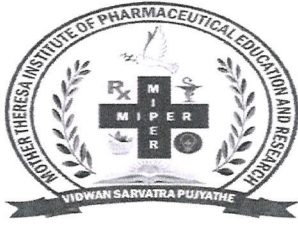
Chairperson:

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MINUTES OF STUDENTS GRIEVANCE REDRESSAL

MEETING 20-21

Date: 07/3/20

The grievance redressal committee met on 07/03/20 at 12.30 PM in in principal chamber MIPER. Meeting objective is to review the progress of work done by the committee during the period from the last meeting.

The following students

- Aavula Srinivasulu
- Ande Pravallika

Have expressed their grievance issues with career counseling, job placement, internship opportunities, or job fairs. Suggestions given by the students were noted. The committee ensured that the grievance will be sorted out within one week.

Chairperson:

Mr. Marikanti Raj Kumar

Members:

1. Mr. Marikanti Raj Kumar
2. Mr. Suresh Kasarala
3. Mr. Rodda Raghuv eer
4. Mrs. Kyreddy Sreeja
5. Mrs. Rehana Banu mulla





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MINUTES OF STUDENTS GRIEVANCE REDRESSAL MEETING 20-21

Date: 06/5/20

The grievance redressal committee met on 06/05/20 at 2.30 PM in in principal chamber MIPER. Meeting objective is to review the progress of work done by the committee during the period from the last meeting.

The following students

- Boga Bhavya Sree
- Chakali Nikhil

Have expressed their grievance concerns about campus safety, health protocols, emergency response procedures, or environmental hazards. Suggestions given by the students were noted. The committee ensured that the grievance will be sorted out within one week.

Chairperson:

Mr. Marikanti Raj Kumar

Members:

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2. Mr. Suresh Kasarala
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MINUTES OF STUDENTS GRIEVANCE REDRESSAL MEETING 19-20

Date: 04/9/19

The grievance redressal committee met on 04/09/19 at 3.30 PM in principal chamber MIPER. Meeting objective is to review the progress of work done by the committee during the period from the last meeting.

The following students

- Kummari Lavanya
- Kommu Swetha

Have expressed their grievance requests for reasonable accommodations for students with disabilities or special needs, including adjustments for exams or coursework. Suggestions given by the students were noted. The committee ensured that the grievance will be sorted out within one week.

Chairperson:

Mr. Rodda Raghuv eer

Members:

1. Mr. Marikanti Raj Kumar
2. Mr. Suresh Kasarala
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4. Mr. Korada Anil Babu
5. Mrs. Kyreddy Sreeja





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MINUTES OF STUDENTS GRIEVANCE REDRESSAL MEETING 19-20

Date: 18/10/19

The grievance redressal committee met on 08/10/19 at 2.30 PM in principal chamber MIPER. Meeting objective is to review the progress of work done by the committee during the period from the last meeting.

The following students

- Beesu Sravani
- D Lavanya

Have expressed their grievance complaints about unprofessional behaviour, harassment, discrimination, or unfair treatment by faculty or staff members. Suggestions given by the students were noted. The committee ensured that the grievance will be sorted out within one week.

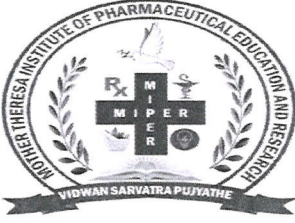
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MINUTES OF STUDENTS GRIEVANCE REDRESSAL

MEETING 18-19

Date: 23/10/18

The grievance redressal committee met on 23/10/18 at 12.30 PM in principal cabin, to review the progress of work done by the committee during the period from the last meeting.

The following students

- Adike Kiran
- Arava Mahesh
- Battu Anitha

Have expressed their grievance to provide ambient washrooms in each floor. Suggestions given by the students were noted. The committee ensured that the grievance will be sorted out within one week.

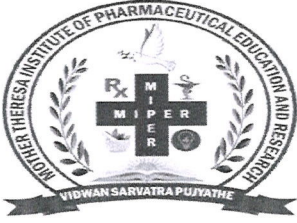
Chairperson:

Mr. Suresh Kasarala

Members:

1. Mr. Marikanti Raj Kumar
2. Mr. Suresh Kasarala
3. Mr. Rodda Raghuveer
4. Mr. Vana Jagan Mohan Rao
5. Mrs. Maddipatla Yashoda Rani





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MINUTES OF STUDENTS GRIEVANCE REDRESSAL MEETING 18-19

Date: 18/11/18

The grievance redressal committee met on 18/11/18 at 12.30 PM in principal cabin, to review the progress of work done by the committee during the period from the last meeting

The following students

- K Sai Priya
- M Mamatha
- M Sharada

They have expressed their grievance to provide Reprographic facilities to the students. Suggestions given by the students were noted. The committee ensured that the grievance will be sorted out within one week.

Chairperson:

Mr. Suresh Kasarala

Members:

1. Mr. Marikanti Raj Kumar
2. Mr. Suresh Kasarala
3. Mr. Rodda Raghuveer
4. Mr. Vana Jagan Mohan Rao
5. Mrs. Maddipatla Yashoda Rani





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.

प्रो. आलोक प्रकाश मित्तल
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 25th 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 on or before 20th August, 2019.

Member Secretary, AICTE

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:
 - 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 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 prospects, 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;

- (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, 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.

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 reevaluation 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.

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



भारत का राजपत्र The Gazette of India

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असाधारण
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भाग III—खण्ड 4
PART III—Section 4

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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 अधीन, 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 ;

- (घ) "विश्वविद्यालय" से अभिप्रेत केन्द्रीय अधिनियम अथवा राज्य अधिनियम द्वारा अथवा इसके अंतर्गत स्थापित अथवा शामिल संस्थाएं हैं तथा जिसमें यूजीसी अधिनियम 1956 के खण्ड 3 के अंतर्गत घोषित की गई मानित विश्वविद्यालय संस्थाएं 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(यों) द्वारा की गई शिकायत(तें) शामिल हैं, नामत :-
- किसी संकाय/स्टॉफ सदस्य द्वारा ऐसे संस्थान में नियुक्ति लेने के प्रयोजन से जमा किए गए अपने किसी दस्तावेज जोकि डिग्री प्रमाणपत्र, डिप्लोमा, अनुभव प्रमाणपत्र, कार्यमुक्ति आदेश अथवा किसी अन्य पुरस्कार के प्रमाणपत्र के रूप में अथवा अन्य दस्तावेज हों, को अपने पास रख लेना, या वापस करने से इंकार करना ;
 - सेवारत होने या सेवानिवृत्ति/त्यागपत्र जैसा भी मामला हो, के दौरान वेतन/मजदूरी और/अथवा लाभ या किसी भी अन्य भत्ते या देय राशि आदि का भुगतान न करना ;
 - उनके वेतन और/अथवा लाभ तथा समान वेतन/पदनाम/अनुभव में अन्य स्टॉफ कर्मचारियों के बीच विसंगतियां ;
 - 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 वेबसाईट पर प्रमुखता से प्रस्तुत करना होगा।

प्रो. राजीव कुमार, सदस्य-सचिव

**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]