

APPENDIX-15

Grievance Redressal Mechanism for Students and Faculty

1) Grievance Redressal Mechanism for Students

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

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

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

2) Grievance Redressal Mechanism for Faculty / Staff

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

- a) Principal of the Institution as Chairperson
 - b) One Senior Professor of the affiliating University as a Member
 - c) One official from University or State DTE (Directorate of Technical Education) (to be nominated by DTE/University Vice Chancellor) as a Member
 - d) One Senior Faculty (not below Associate Professor) as Member.
- i. A complaint from an aggrieved faculty/staff member relating to the institution shall be addressed to the Chairperson, Grievance Redressal Committee (GRC).
 - ii. The GRC shall send its report with recommendations, if any, to the concerned DTE or University and a copy thereof to the aggrieved faculty/staff member, within a period of 15 days from the date of receipt of the complaint.
 - iii. In case faculty/staff is not satisfied with the decision of Grievance Redressal Committee, they may appeal to the concerned affiliating University/State DTE (in case of diploma institute) for redressal of their grievance.

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

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

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