



VELAMMAL
INSTITUTE OF TECHNOLOGY

Chennai - Kolkatta Highway, Panchetti, Ponneri



GRIEVANCE REDRESSAL COMMITTEE – POLICY AND GUIDELINES

S. No.	DESCRIPTION OF THE DOCUMENT	FILES
1.	Grievance Redressal Cell – Policy	View File
2.	Grievance Redressal - AICTE Guidelines	View File
3.	Grievance Redressal - UGC Guidelines	View File



**VELAMMAL
INSTITUTE OF TECHNOLOGY**

Approved by AICTE New Delhi, & Affiliated to Anna University Chennai
CSE,ECE,EEE,IT,MECH Accredited by NBA & NAAC
"Velammal Knowledge Park", Chennai – Kolkatta Highway, Ponneri – 601 204



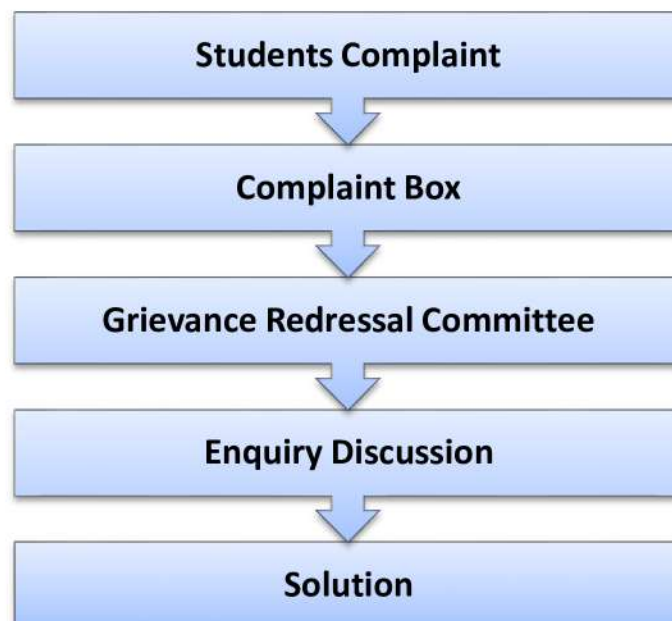
MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS

The students are the main stakeholders in any institution imparting education, and its our endeavour to take all efforts to ensure transparency in all the activities at different stages.

Taking this in consideration, the institute has decided to provide the following mechanism to the students for the redressal of their grievances.

The Grievances may broadly include the following complaints of the aggrieved students in Non-Academic.

It is good to air a grievance rather than to keep it bottled up. The grievance redressal Cell is set up for the protection of human rights which is essential for all round development of the students. The cell is indented to find solutions for the problems related to physical or mental harassment and other difficulties faced by the students. Redressal Cell convenes meetings periodically and takes steps to redress the grievance of the students.



STRUCTURE OF GRIEVANCE REDRESSAL CELL

FUNCTIONS:

The cases will be attended promptly on receipt of written grievances from the Students posted in the complaint box.

The Cell formally reviews all the cases and act according to the Management policy.

The Cell will give report to the management about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities for necessary action.

PROCEDURE FOR LODGING COMPLAINTS:

The students may feel free to put up their grievances in writing and drop it in boxes. The complaint forms are made available both Online (College Website) and Offline (Admin, Library, Xerox shop).

The Grievance Cell will suggest actions upon those cases which have been forwarded along with the necessary documents.

RESPONSIBILITY FOR GRIEVANCE REDRESSAL CELL

1. The final responsibility for grievance redressal rests with the Principal/Management of the college.
2. The college expects that grievance redressal be time bound and result oriented.

Every grievance is expected to be resolved within a reasonable period.

3. The Grievance Redressal Cell of the college shall monitor the status and progress of grievances and shall furnish report on Grievance Redressal position to the Principal/Management.

EXCLUSIONS

The grievance Redressal Cell shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of Studies and Other Administrative or Academic Committees constituted by the University.
- Decisions with regard to award of scholarship. fee concessions. medals etc;
- Decisions made by the university with regard to disciplinary matters and misconduct.
- Decisions of the university about admissions in any courses offered by the institute
- Decisions by competent authority on assessment and examination result.

**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;

2057 GI/12-3



- 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.

2057 G2/12-4



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.]



ANNA UNIVERSITY

GRIEVANCE REDRESSAL CELL

Anna University has an effective mechanism in place to deal with day to day grievances related to students and parents. Grievance Redressal Cell was constituted in Anna University in accordance with the University Grants Commission regulations and the Director, Centre for Student Affairs is acting as Nodal Officer for the Grievance Redressal Cell of Anna University.

The Grievance Redressal Cell of Anna University has been constituted with an aim to provide easy and readily accessible machinery for prompt disposal of the day to day genuine grievance of the student community and to make the student community to pursue their education at a congenial atmosphere. Any student with a genuine grievance may approach the Grievance Redressal Cell to submit his/her grievance in writing to The Director, Centre for Student Affairs, Anna University, Chennai - 25 or send on-line through e-mail to dsa@annauniv.edu.

Grievances submitted by the students are addressed systematically with active involvement and cooperation of the respective college/office connected with the grievance, maintaining necessary confidentiality in handling process. Grievance Redressal Cell at Anna University has emerged into an appropriate forum providing support and encouragement to all the students and expresses their grievances freely and frankly. It is striving to ensure a responsive and accountable attitude among the authorities concerned.

OBJECTIVES:

- To introduce a fair, impartial and consistent mechanism for redressal of various issues faced by the students/parents
- To develop a responsive and accountable attitude among all stakeholders, thereby maintaining a harmonious atmosphere in the College / University campus
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason, and
- To ensure that grievances are resolved promptly, neutrally and in complete confidentiality.
- To uphold the dignity of the University by promoting cordial Student-teacher relationship.



FUNCTIONS:

- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will act accordingly.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

METHODOLOGY ADOPTED:

The aggrieved students of affiliated Engineering Colleges shall represent his/her grievance either in person or in writing to the Nodal Officer of the Grievance Redressal Cell which is acknowledged. A written reply is sent to the petitioner after obtaining the remarks from the respective authorities.

The following guidelines are followed to solve the grievances by considering the welfare of the students.

- ❖ After receipt of representation from the students/parents/public, the official remarks are called from the principal of respective college by "The Director Center for Students Affairs, Anna University, Chennai".
- ❖ The official remarks by the principal on the particular issue are meticulously analyzed by the officials in the Center for Student Affairs and the same is communicated to the students/ parents/petitioner based on the genuinity. If the remarks are found to be unacceptable, further enquires are proposed as per the direction of Vice-Chancellor of our University.
- ❖ Considering the nature of the complaint mentioned in the representation of students/parents/public, an enquiry committee consisting of Professors from Anna University headed by The Director, Center for Student Affairs, is constituted with the approval of Vice-Chancellor, Anna University, Chennai.
- ❖ The enquiry committee members will discuss about the issues on the representation in the Centre for Student Affairs and the common consensus is arrived regarding the date, place of enquiry and visit to college (if the situations demand).



- ❖ The Principal, faculty members and staff (whose names are mentioned in the representation) of the respective college as well the petitioners are called for enquiry in person, if the enquiry committee desire to conduct the enquiry at Center of Student Affairs, Anna University, Chennai.
- ❖ The committee make a detail and fair enquiry with the Principal, faculty members and staff (whose names are mentioned in the representation) of the respective college as well the petitioners regarding the issues and submit the recommendation to the Vice – Chancellor, Anna University, Chennai, for approval.
- ❖ The Director, Center for Student Affairs will take suitable action based on the recommendation of the enquiry committee with the approval of Vice-Chancellor and a detail action taken report is called from the respective Principal to ensure the implementation of recommendation for prevailing good academic ambience in the college.
- ❖ If the committee members desire to conduct the enquiry at the respective college, they visit the college with or without prior intimation to the Principal of the college depending on the nature of the grievance. The committee will convene the enquiry with the Principal, the faculty members and students, separately and inspect the existing facilities in both college and hostel. The committee members in turn submit their enquiry report along with the recommendation to the Vice Chancellor for further proceedings.
- ❖ If the representation of students/parents/public is related to the collection of excess fee, the representation is immediately forwarded to “The Chairman, Committee to Enquire and Inspect Educational Institution on Collection of excess fees, Directorate of Technical Education, Chennai” for taking necessary action.



- ❖ If the representation of students/parents/public is related to disbursement of the scholarship, the Principal of respective college is asked to take suitable measures towards disbursement of sanctioned scholarship to the particular students.
- ❖ If the scholarship is not sanctioned (based on the Principals reply regarding disbursement of scholarship) Center for Student Affairs, will forward the particular representation of students/parents/public to the Commissioner, Directorate of Technical Education, Chennai for taking suitable action.

