

PUBLIC GRIEVANCE REDRESSAL

MECHANISM

IN

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION

## All India Council for Technical Education- Public Grievances Redressal Mechanism

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# **PUBLIC GRIEVANCES REDRESSAL MECHANISM IN ALL INDIA COUNCIL FOR TECHNICAL EDUCATION**

## **1. Introduction**

Every organization must evolve a system for redressal of public grievances arising from its work. Grievance redressal mechanism should form an integral part of the machinery of any organization. No organization can claim to be accountable, responsible and user-friendly unless it has established an efficient and effective grievance redressal system. In fact, the grievances redressal mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the organization. It helps the organization to deliver quality service to the public and other stakeholders in a hassle free manner and in eliminating the cause of grievances.

**1.1** AICTE is having a larger public interface. Being a regulatory body of the Government of India for co-ordinated development of technical education it is all the more important that a sound public grievances mechanism is established so as to enable it to act as facilitator and regulator and to make the organization more responsive to the needs of the people.

## **2. Types of Grievances**

- 2.0** Grievances broadly fall in the following two categories:-
- a) Public grievances in general.
  - b) Grievances pertaining to the staff of AICTE.

**2.1** Following types of grievances fall in the first category:

- (i) Non-refund of fee by AICTE approved technical institutions.
- (ii) Non-return of original certificates.
- (iii) Non-observation of laid down norms and standards.
- (iv) Delays in according approvals.
- (v) Charging of capitation fee.
- (vi) Complaints against officers and staff of the AICTE approved technical institutions.
- (vii) Non-refund of security amount.
- (viii) Complaints against the officers and staff of AICTE.
- (ix) Demand of gratification.
- (x) Other similarly related matters.

**2.2** The other category pertains to the grievances of members of staff of AICTE and its regional offices, such as, non-grant of leave, non-sanctioning of LTC advance, delay in sanctioning of advances from provident fund, etc.

**3. Director of Public Grievances  
[Director(PG)]**

An officer of the rank of Joint Secretary to Government of India should be designated as Director of Public Grievances who is vested with the powers to call for files/papers relating to public grievances in cases in which a decision is pending for more than a month and take a decision with the approval of Chairman, AICTE even though the matter is not within the normal scope of his duties.

#### **4. Public Grievances Cell**

- 4.1** All grievances are to be received by the Public Grievances Cell (PG Cell). This cell will go through the grievances received and send the grievances to the concerned officer/Bureau/Regional Office for appropriate action. The complainant is also informed about the name and address of the officer and the Bureau/Regional office to whom/which the complaint has been forwarded for further action/redressal. Even in cases where the petition does not contain a grievance and no action is warranted a reply should be sent to the petitioner apprising him of the factual position. It shall also be the duty of PG Cell to sift general complaints/grievances from the complaints involving vigilance angle. The complaints pertaining to vigilance matters shall be forwarded to the Chief Vigilance Officer for further action. Complaints pertaining to personnel matter should be forwarded to Director(Admn.) for redressal.
- 4.2** The PG Cell will also monitor the disposal of the grievances received, through reports to be submitted by all Bureaus and Regional Offices. Format of the quarterly report for monitoring of the disposal of grievances is given in Appendix-I. A draft specimen of forwarding the grievance to the concerned officer/Regional office is annexed as Appendix-II. In case the grievance is not disposed of within the stipulated period, a reminder will be sent in the format as in Appendix-III. In cases where the grievance does not pertain to AICTE or does not fall within the purview of AICTE the complainant should be informed of same as in the specimen at Appendix-IV.

## **5. Duties of Public Grievances Officers**

- 5.1. For effective and efficient redressal, it shall be incumbent upon the officers dealing with public grievances to
- Observe every Wednesday as a meetingless day in AICTE and Director of Public Grievances should be available at his desk between 10.00 a.m. and 01:00 p.m. to receive and hear public grievances. Designated officers in Regional offices having contact with public should also declare one day in the week as a meetingless day and attend to the grievances of the public.
  - Ensure the grievances are diarized through computer and acknowledged promptly through a unique file identification number for reference in future.
  - Monitor the progress of disposal of the grievances.
  - Fix time limit for disposal of the grievances.
  - Deal with every grievance in a fair, objective and just manner.
  - Fix time norms/day for meeting the members of staff and for dealing with various personnel matters such as processing of claims, requests for advances, medical reimbursement, etc.
  - Analyse the grievances to identify areas of recurrent grievances and lay down norms to reduce such grievances.
  - Devise all applications/proforma intended for public use containing full instructions for filling in, clearly indicating all the documents required to be submitted with the applications.
  - Make available to the public copies of the schemes/services indicating the procedure and manner in which these can be availed of and the right authority to be contacted for service as also the grievance redressal authority.
  - Post the above information on AICTE web-site.
  - Pick up grievances relating to AICTE appearing in newspapers and take remedial action on them in a time bound manner.

- Display the name, designation, room number, telephone number of the Director of Public Grievances at the Reception and other prominent places.
- Place a locked Complaint Box near the Reception.
- Issue instructions to the Receptionists permitting complainants access to the Grievances Redressal Officer every Wednesday from 10.00 a.m. to 1:00 p.m.
- Issue a reasoned and a speaking reply for every grievance rejected.
- Set up Staff Grievance Redressal machinery and designate a Staff Grievance Redressal Officer.
- Establish a Single Window System at points of public contact, wherever possible, to facilitate disposal of applications.

**5.2.** In short, following steps should be taken to make the grievance redressal mechanism more effective:

- (i) Careful analysis of the grievances.
- (ii) Taking of decision on grievances at a fairly senior level.
- (iii) Forwarding the grievance to the Bureau/Regional office concerned for prompt action/redress.
- (iv) Reply to the complainant informing him of the details of authorities settling the grievance.
- (v) Obtaining reply/report from the concerned Bureau/Regional office within the stipulated period.
- (vi) Sending a reasoned reply to the complainant if a grievance cannot be settled.

**6. Procedure for registering grievances -**

As per AICTE norms and procedure, institutions running AICTE programmes/courses must have a Grievance Redressal Mechanism to redress the grievances of students, staff and faculty members as per Mandatory Disclosures given in the AICTE Approval

Process Handbook under point No.16.1 “IV. GOVERNANCE.

Grievance redressal mechanism for faculty, staff and students”

- Since there is an inbuilt provision of redressal of grievances of students, staff and faculty members of AICTE approved institutions, students, staff and faculty members of these institutions should use this inhouse channel/mechanism for redressal of their grievances. In the first instance they should make representation to the institution concerned. They should approach AICTE only if the institution does not address their grievance.
- No grievance relating to service matters of the employees of the AICTE approved institutions, commercial contracts or cases which are sub-judice or where quasi-judicial procedures are prescribed for decision-making shall be entertained.
- Grievances related to the policy matters or where a grievance has already been disposed of at the level of Chairman. AICTE shall not be entertained by Director of Public Grievance.
- The concerned authority in AICTE/Regional office should be approached for redressal of such grievances as are not responded to by the Grievance Redressal Mechanism of the concerned institution.
- All the complaints should be addressed to the respective authorities. Complete postal address of the complainant in capital letters alongwith PIN code and contact number should invariably be indicated clearly in the representation.



- Aggrieved person(s)/other stakeholders should submit their grievance(s) to the respective Regional Offices alongwith all relevant documents and correspondence made by them earlier. A Public Notice alongwith the contact address and phone numbers(s) of the respective Regional Office/authority in the AICTE indicating the area/region/state covered by them will be publicised posted on the website of AICTE (Appendix-VIII).
  
- Representations/grievances received at AICTE Headquarters will be forwarded to the respective Bureau/Regional offices for disposal in the manner as indicated in Appendix-VI.
  
- Respective Bureau/Regional Office shall submit a monthly report to the Director of Public Grievances at the Headquarters in the following format:

No. of complaints received	Name and address of the complainant(s)	Whether disposed of	If not, reasons for pendency

**7. Procedure to be adopted by AICTE Regional Offices for dealing with public grievances.**

- (1) A unique computerized file number will be given to each representation/grievance for monitoring of progress of disposal, as under:-

AICTE/PG/Year/Number of Grievances/Regional Office(code)/ Category (code)
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- (2) The number of file thus generated could be:  
AICTE/PG/2009/09/SRO/03
- Here, **AICTE** – is the Symbol for All India Council for Technical Education.
- G** - stands for Public Grievance.
- 09** - is the year of representation.
- 9** - is the complaint number received during that year
- SRO** - is the code of the Regional Office viz. Southern Regional Office, Chennai.
- 03** - is the category code of the grievance, say non-refund of capitation fee.
- (3) All Regional Offices will use this unique computerized file no. for all references and take action as under:
- (i) Despatch computer generated acknowledgment to the complainant within two days of the receipt of the complaint.
  - (ii) Scrutinize the representation/complaint and issue Notice to the AICTE approved institution, as per format given in Appendix-II, within 10 days of the receipt giving 15 days time to the institution to dispose of/settle the grievance.
  - (iii) Inform the complainant, as per format given in Appendix-IV, if the grievance pertains to an unapproved programme/course.
  - (iv) In case, the grievance pertains to a date prior to the issue of the Public Notice i.e. 19/4/2007 regarding refund of fee, inform the complainant as in format at Appendix-VII.
  - (v) If no response is received from the concerned institute within the stipulated period, a reminder will be sent as in Appendix-III urging upon them to expedite the matter within 10 days.

- (vi) Final reminder will be issued if no response is received within 10 days even after the issue of first reminder.
- (vii) Refer the matter to the concerned approval Bureau with copies of all the relevant documents/correspondence, with a copy endorsed to the Director of Public Grievances at AICTE Headquarters in case of non-refund of fee, non-return of original certificates, etc. by the institute even after the issue of final reminder.

**8. Action to be taken by AICTE Headquarters.**

- (i) On receipt of the complaint, the concerned approval Bureau will take action and issue Show-cause Notice to the institute concerned seeking compliance report.
- (ii) The concerned approval Bureau will inform the Director of Public Grievances of the compliance of AICTE instructions regarding refund of fee and return of original certificates by the institute concerned.
- (iii) In case of non-compliance, proceedings for de- recognition will be initiated.
- (iv) Monitoring of resolving the grievances will be supervised by Director (PG).

**9. Staff Grievances Officer(SGO)**

- (i) An officer of the level of Joint Secretary will be designated as Staff Grievances Officer. The name of the SGO will notified/displayed for information of all concerned.
- (ii) SGO will receive and settle the grievances of the staff of AICTE.
- (iii) Aggrieved staff may approach SGO with all the relevant documents for redressal of their grievances.
- (iv) SGO will be vested with powers to call for the relevant file from the concerned Bureau in case the grievance of any member of staff is not settled within the stipulated time

frame and to take appropriate decision with the approval of the Chairman, AICTE.

- (v) All staff grievances shall be computerized.
- (vi) Time norms shall be fixed for dealing with various personnel matters such as processing of claims, requests for advances, medical reimbursement, etc. and for acknowledgment/disposal of staff grievances.

**Quarterly Report on Redressal of Public Grievances**

Bureau/Regional Office.....

Quarter ended.....

<b>No. of Grievances Received</b>	<b>Notice(s) Issued or Not, if not reasons</b>	<b>No. of Grievances Resolved</b>	<b>No. of Grievances Pending Settlement</b>

NOTICE

F.NO.....

Dated:.....

To

The Director

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Sub: Return of Original Certificates and Refund of fee- regarding.**

Sir,

I am directed to enclose herewith a representation dated \_\_\_\_\_ (Photocopy annexed \_\_\_\_\_ pages) from Shri \_\_\_\_\_ regarding \_\_\_\_\_ submitted by him in your institute in \_\_\_\_\_ course. However, he subsequently withdrew admission from your institute.

Kindly take note that AICTE has been empowered under Section 10(n) of AICTE Act to "take all necessary steps to prevent commercialization of technical education". Non-refund of fee and non-return of original certificates subsequent upon a student not continuing with the course, amounts to commercialization of education.

You are therefore advised to consider the refund of fee submitted in your institute in respect of Shri \_\_\_\_\_ at the earliest possible and **latest by** \_\_\_\_\_. You are also advised to refer to the Public Notice issued by AICTE vide Advertisement No.DPG/06(02)/2009 (copy enclosed). You are also advised to refer to the Public Notice issued by AICTE vide Advertisement No.DPG/06/(02)/2009 (copy enclosed).

A report on the action taken by the institute may please be sent to this office within 15 days.

**Director (PG)**

**Encl: a/a**

**Copy to:**

(1) Applicant  
\_\_\_\_\_  
\_\_\_\_\_

He is advised to get in touch with the institute to get the matter resolved. He is requested to be in touch to our Regional Officer \_\_\_\_\_ to get the redressal of your grievance Ph.No.\_\_\_\_\_.

(2) The Regional Officer,  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

with a request to take appropriate action and also make ensure that the above matter may be get resolved from the above institution as per provision made in the above Public Notice. Action taken/reply may be obtained and take appropriate action to resolve the grievance of Shri \_\_\_\_\_ in respect of \_\_\_\_\_.

**Director(PG)**

**REMINDER**

To

The Director

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Sub: Representation of**

Sir,

I am directed to refer to this Council's letter of even No. dated \_\_\_\_\_.  
Action taken on the representation of \_\_\_\_\_ regarding  
refund of fee has not yet been received in this office. It is once again reminded that the  
same may be submitted at the earliest latest by \_\_\_\_\_ 2009 positively.

Yours faithfully,

**Director(PG)**

**Encl:- a/a**

**Copy to:**

(1) Applicant

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

He is advised to get in touch with the institute to  
the matter resolved.

(2) The Regional Officer,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

with a request to take appropriate action and  
also make ensure that the above matter may  
be get resolved from the above institution as  
per provision made in the above Public Notice.  
Action taken/reply may be obtained and  
forwarded to Director of Public Grievances,  
AICTE.

**Director(PG)**

NOT COMING UNDER THE PURVIEW OF AICTE/UNAPPROVED PROGRAMMES

F.No.....

Dated:.....

To

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Sir,

It is in reference to your letter dated \_\_\_\_\_ vide which you have submitted your representation regarding \_\_\_\_\_. This is to inform you that \_\_\_\_\_ course is not coming under the purview of AICTE. As such AICTE may not be in a position to take any action on your representation.

Yours faithfully,

**Director (PG)**



## **MANDATORY DISCLOSURES**

### **16.1 ENGINEERING/TECHNOLOGY/PHARMACY/PROGRAMMES.**

The following information is to be given in the information Brochure besides being hosted on the Institution official Website.

“The information has been provided by the concerned institution and the onus of authenticity lies with the institution and not on AICTE.”

#### **I. NAME OF THE INSTITUTION**

- Address including telephone, Fax, e-mail.

#### **II. NAME & ADDRESS OF THE DIRECTOR**

- Address including telephone, fax, e-mail.

#### **III. NAME OF THE AFFILIATING UNIVERSITY**

#### **IV. GOVERNANCE**

- Members of the Board and their brief background
- Members of Academic Advisory Body
- Frequency of the Board Meetings and Academic Advisory Body
- Organizational chart and processes
- Nature and Extent of involvement of faculty and students in academic affairs/improvements.
- Mechanism/Norms & Procedure for democratic/good Governance
- Student Feedback on Institutional Governance/faculty performance
- Grievance redressal mechanism for faculty, staff and students.

#### **V. PROGRAMMES**

- ◆ Name of the Programmes approved by the AICTE
- ◆ Name of the Programmes accredited by the AICTE
- ◆ For each Programme the following details are to be given:
  - ◆ Name
  - ◆ Number of seats
  - ◆ Duration
  - ◆ Cut off mark/rank for admission during the last three days
  - ◆ Fee
  - ◆ Placement Facilities
  - ◆ Campus Placement in last three years with minimum salary, maximum salary and average salary

NO.....  
All India Council for Technical Education  
7<sup>th</sup> Floor, Chanderlok Building,  
Janpath, New Delhi, the.....

To  
The Regional Officer,  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Subject: Grievance received from \_\_\_\_\_ regarding return of original certificates.**

Sir,

I am directed to forward herewith, in original, the complaint dated \_\_\_\_\_ received from \_\_\_\_\_ regarding non-return of original certificates by \_\_\_\_\_ (name of the institute) with a request to take appropriate action and to ensure that the grievance is resolved as per the provisions in the Public Notice No. AICTE/DPG/06(02)/2009. Monthly and Quarterly Reports in the prescribed proforma may be submitted to the AICTE Headquarters regularly.

Yours faithfully,

**Director(PG)**

Encl: As above.

Copy to:

(The Complainant)

He is requested to get in touch with the institute concerned to get his grievance resolved. He is also requested to get in touch with the Regional Office of AICTE for the redressal of his grievance.

**Prior to issuance of 1<sup>st</sup> Public Notice  
i.e.19-4-2007**

**F.No.....**

**Date.....**

**To**

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**Sub: Refund of Fee**

Dear Sir,

Kindly refer to your representation preferred to All India Council for Technical Education (AICTE).

Having perused your representation, it is made out that it raises issues that pertain to a date prior to the date of the issuances of Public Notice by the AICTE. As such, AICTE is not in a position to take cognizance of your representation

It is for favour of your kind information please.

Yours faithfully,

**Director(PG)**

**ALL INDIA COUNCIL FOR TECHNICAL EDUCATION**

**(A statutory Body of the Government of India)  
7<sup>th</sup> Floor, Chanderlok Building, Janpath, New Delhi-110 001  
Ph.011-23724151-57 Website: [www.aicte.ernet.in](http://www.aicte.ernet.in)**

**Advt. No. AICTE/DPG/06(02)/2009**

**PUBLIC NOTICE**

**ATTENTION TO AICTE APPROVED TECHNICAL INSTITUTIONS, REGARDING MATTERS CONCERNING REFUND OF FEES, RETURN OF ORIGINAL CERTIFICATES AND OTHER STUDENTS RELATED ISSUES**

All India Council for Technical Education (AICTE) has been empowered inter alia under section 10(n) of AICTE Act to “take all necessary steps to prevent commercialization of technical education”. In compliance with the provisions under AICTE Act and in the light of directions of Govt. of India issued under section 20(1) of AICTE Act vide Letter No.(U.1 (A) Section), it has been decided to issue instructions to the AICTE approved Technical Institutions, in the matters concerning students.

Whereas it has come to the notice of the AICTE that AICTE approved Technical Institutions are admitting students to technical education programmes long before the actual starting of an academic session; collecting full fee from the admitted students: and, retaining their school institution's leaving certificates in original:

And whereas, Institutions are also reportedly confiscating the fee paid if a student fails to join by such dates.

And Whereas, certificates in original are being detained by institutions to force retention of admitted students:

And, whereas the time limit for students to join the courses/programmes is also being advanced in some cases unrealistically so as to pre-empt students/candidates from exercising other options of joining other institutions of their choice.

In the event of a student/candidate withdrawing before the starting of the courses, the wait listed candidates should be given admission against the vacant seat. The entire fee collected from the student, after a deduction of the processing fee of not more than Rs.1000/- (Rupees on thousand only, shall be refunded and returned by the Institution to the student/candidate withdrawing from the programme. It would not be permissible for Institutions to retain the School Institution Leaving Certificates in original. Should a student leave after joining the course and if the seat consequently falling vacant has been filled by another candidate by the last date of admission, the Institution must return the fee collected with proportionate deductions of monthly fee and proportionate hostel rent, wherever applicable.

Any violation of instructions issue by the AICTE, shall call for punitive action including withdrawal of approval and recognition of erring institutions. AICTE shall on its own or on receipt of specific complaints from those affected shall take all such steps as may be necessary to enforce these directions.

Aggrieved parents/students are advised to contact/communication in this regard to:

- (1) The Regional Officer, AICTE – CRO, Tagore Hostel 2, Shamla Hills, Bhopal-462 002 (Ph.No.0755-2660061 & 2660065 (Fax No.0755-2660062). (For Madhya Pradesh and Gujarat only).
- (2) The Regional Officer, AICTE-ERO, LB Block Sector-III, College of Leather Technology Campus, Salt Lake City, Kolkata-700 091 (Ph.No.033-23357459, 23352445, 23353089 & 23357312 (Fax No.033-23359546 and 23356690). (For Andaman & Nicobar, Assam, Manipur, Mizoram, Nagaland, Tripura, Arunachal Pradesh, Meghalaya, Sikkim, Orissa, Jharkhand and West Bengal only).
- (3) The Regional Officer, AICTE-NRO, Govt. Polytechnic Campus, Adjoining Directorate of Tech. Edu. Office, Vikas Nagar, Zoo Road, Kanpur-208 024 (Ph.No.0512-2585012, 2585014 & 2585018 (Fax No.0512-2582180) (For Bihar, Uttar Pradesh and Uttaranchal only)
- (4) The Regional Officer, AICTE-NWRO, Plot No.1310, Sector 42-B, Chandigarh-160 036 (Ph.No.0172-2613326 & 2661201 (Fax No.0172-2660179) (for Chandigarh, Haryana, Jammu & Kashmir, New Delhi, Punjab, Rajasthan and Himachal Pradesh only).
- (5) The Regional Officer, AICTE –SRO, Shastri Bhawan, 26 Haddows Road, Chennai-600 006 (Ph. No.044-28279998, 28275650, & 28232754 (Fax No.044-28255863) (For Tamil Nadu and Pondicherry only)
- (6) The Regional Officer, AICTE, SWRO, Health Centre Building, Bangalore University Campus, Bangalore-560 009 (Ph. No.080-22205979, 22205919 & 22208407 (Fax. No. 080-22253232). (For Karnataka, Lakshadweep and Kerala Only).
- (7) The Regional Officer, AICTE-WRO, 2<sup>nd</sup> Floor, Industrial Assurance Building V.N. road, Opp. Churchgate Rly. Station, Churchgate, Mumbai-400 020 (Ph.022-22855412 & 22821093 (Fax No. 022-22851551). (For Goa, Maharashtra, Daman & Diu only)
- (8) The Regional Officer, AICTE-SCRO, First Floor, Old Bicard Building, Jawaharlal Nehru Technological University, Massab Tank, Hyderabad-500 076 (Ph. No. 040-23340113, 23341036 & 23345071 (Fax No.040-23340113). (Andhra Pradesh and Chhattisgarh Only).

**Member Secretary**

