

## PUBLIC GRIEVANCE REDRESSAL CELL

### **FAQ 1: What is the procedure to deal with grievances of students including Refund of fee/ return of original certificate etc.**

In this regard, AICTE has framed the AICTE (Establishment of Mechanism for Grievance Redressal) Regulation, 2012 which was notified vide notification F.No. 37-3/Legal/2012 dated 25.05.2012.

*These Regulations provide for (1) Establishment of a Grievance Redressal Committee (GRC) in each technical institution approved by the AICTE; and (2) Appointment of OMBUDSMAN by the affiliating universities for the purpose of redressal of grievances of the students, parents and others.*

*All the AICTE approved Institution/Affiliating Universities shall comply with the above Regulations. They shall publish detailed information, including name, addresses etc. regarding constitution of the Grievance Redressal Committee, the OMBUDSMAN and its registry etc. in their website (public domain), prospectus and Notice Board for wide publicity.*

*Each technical institution shall establish a registry, headed by an employee of the concerned institution to receive those grievances, where an aggrieved student or person shall send their representation for redressal of their grievances.*

*Accordingly, all aggrieved students, their parents & others may henceforth approach the Grievance Redressal Committee (GRC) in the first instance; and if they are not satisfied with the decision of the committee, they may send their appeals to the "OMBUDSMAN" directly. The "OMBUDSMAN" shall exercise its powers to hear those grievances and ensure its speedy redressal within one month of the receipt of the appeal. On conclusion of the proceedings, the OMBUDSMAN shall pass appropriate orders in the matter.*

### **FAQ 3: Where to send the complaint regarding violation of AICTE norms and standards by the AICTE approved institutions.**

*In this regard, if any person has any specific complaint against AICTE approved Institution regarding violation of norms and standards as prescribed in AICTE Approval Process Handbook. The complainant may send duly signed hard copy of the same alongwith supporting documents/evidence, if any, with complete postal address directly to Dy. Director, PGR Cell, AICTE Hqrs, Nelson Mandela Marg, Vasant Kunj, New Delhi-110070.*