



# ANNAMACHARYA INSTITUTE OF TECHNOLOGY & SCIENCES

(Approved by A.I.C.T.E, New Delhi & Affiliated to JNTU Anantapur, Anantapuramu)  
(Institute Accredited by NAAC, Bangalore) (Institute Accredited by IE(I), Kolkata)

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THE GAZETTE OF INDIA : EXTRAORDINARY

[PART III - Sec. 3]

## 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

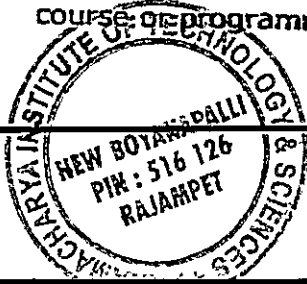
**F. No. 37-3/Legal/2012.**— In order to ensure transparency by Technical institutions imparting technical education, in admissions and with Paramount Objective of preventing unfair practices and to provide a mechanism to innocent students for redressal of their grievances, In exercise of the power conferred 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



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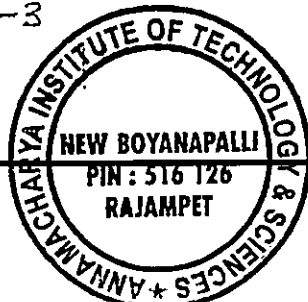
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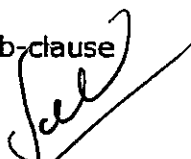
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- the Council and offered by the institution and published in such manner as the council may specify;
- f) 'Grievances' may include the following complaints of the aggrieved students namely -
- (i) making admission contrary to merit determined in accordance 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;

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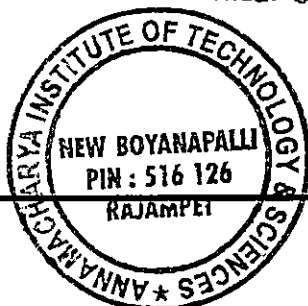
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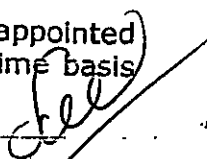
[PART III - S.I. 2]

- 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- Convener
- vi) The Ombudsman in a Central Technical University shall be appointed by the Central Technical University concerned on a part time basis



  
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from a panel of three names suggested by the search committee consisting of the following members:

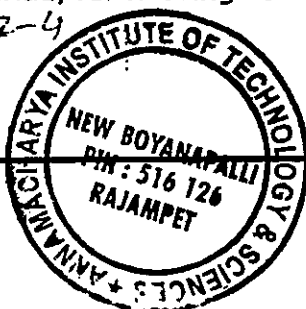
- a) Chairman AICTE - Chairman
  - b) One Vice Chancellor from Central Technical Universities by rotation
  - c) Joint Secretary Higher Technical Education, MHRD, Government of India
  - d) Member Secretary AICTE - Convenor
- vii) The Ombudsman shall be a part time officer appointed for a period of three 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.

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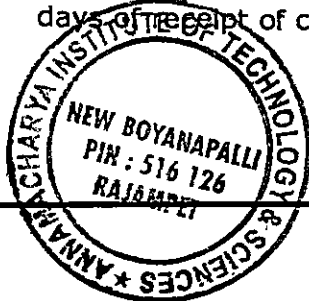
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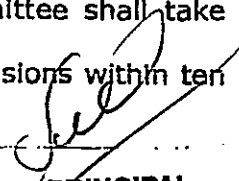
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### 5. PROCEDURE IN REDRESSAL OF GRIEVANCES :

- (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.



  
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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;

- 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;
- withdrawal of declaration of fitness or entitlement to receive grants or financial assistance from the Council;
- withholding any grant allocated to the Technical institution;
- declaring the Technical institution ineligible for consideration for any assistance under any of the general or special assistance programmes of the Council;
- 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;
- recommend to the affiliating university for withdrawal of affiliation;
- 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;
- 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 :

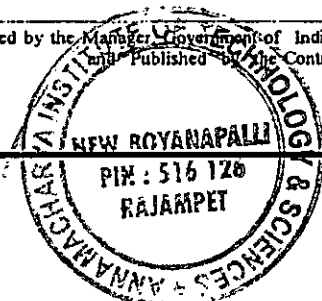
Provided that no action shall be taken by AICTE under this clause unless the technical institution has been asked to explain its position and opportunity of being heard has been provided to it.

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/Ext/]

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### GRIEVANCE AND REDRESSAL CELL

#### PREAMBLE:

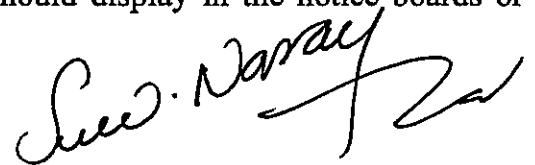
Annamacharya Institute of Technology and Sciences (AITS) is committed to providing a safe, fair and harmonious learning and work environment. Grievance and Redressal Cell was set up at AITS in accordance with the University Grants Commission regulations for handling day-to-day grievances related to students, parents and staff members. Grievances and Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective College/Dept./Office and maintaining necessary confidentiality, as the case may be.

#### OBJECTIVES:

1. To provide a facility to the students to give complaint on any aspect in compliant box.
2. To provide a facility to the total AITS family (teaching/non-teaching staff).
3. To take appropriate solution towards those complaints.
4. To support for the assessment of updated things in the AITS.
5. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.

#### FUNCTION OF THE CELL:

1. After collecting proper grievances from total AITS family, take appropriate measures to solve the problems in appropriate time.
2. Updating of information once in a week, if there are complaints on any aspect or issue department wise, then that will be bringing them to the notice of either Principal or Director and concern department of HODs.
3. After the problems have been solved that information should display in the notice boards or informed directly to the students/staff.

  
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