

GUIDELINES

GRIEVANCE REDRESSAL CELL - ANNA UNIVERSITY

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 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, there by 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 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.

No. 9584/PDS/2011

डा 8/7/15



प्रो डॉ जसपाल एस सन्धु
सचिव

Prof. Dr. Jaspal S. Sandhu

MBBS, MS (Ortho), DSM, FAIS, FASM, FAFSM, FFIMS, FAMS

Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

बहादुरशाह जफर मार्ग, नई दिल्ली-110002
Bahadur Shah Zafar Marg, New Delhi-110002

Ph.: 011-23239337, 23236288,

Fax : 011-23238858, email : jssandhu.ugc@nic.in

D.O.No.F.1-1/2015(Secy)

2nd July, 2015

Dear Sir/Madam,

University Grants Commission desires that for the benefit of the students who seek admission in your esteemed university/college and their parents, it would be appropriate that all relevant information regarding your institutions should be displayed on its website.

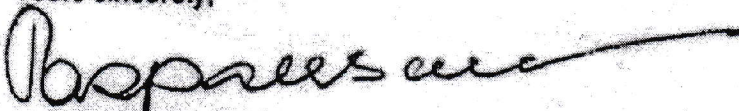
The following information must be displayed on your website:

- (i) All relevant information regarding admission procedure, availability of seats etc. in various courses
- (ii) Profile of teachers faculty-wise
- (iii) Calendar of activities
- (iv) Academic calendar
- (v) All student centric facilities available in the institution especially hostels, transport etc.
- (vi) Research output of the institution
- (vii) The placement profile of the pass-outs of the institution
- (viii) All relevant approvals from statutory bodies
- (ix) The structure of the fee charged for each course along-with other funds like institutions development etc.
- (x) Details of students grievance redressal mechanism
- (xi) Name of the nodal officer for students' facilitation services
- (xii) Scholarships/free-ships available in the institution
- (xiii) Accreditation ranking of the institution
- (xiv) Details of the departments which have been recognized as Centre of excellence by the statutory and funding bodies.

I, therefore, request you to kindly take appropriate action on the above points and action taken may kindly be sent to the undersigned on email ugc.webinfo@gmail.com within 15 days.

With kind regards,

Yours sincerely,

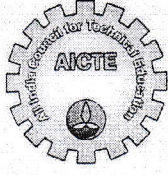

(Jaspal S. Sandhu)

To the Vice-Chancellors of all Universities.

Copy to :

The Publication Officer, UGC, New Delhi for uploading on UGC website.

- 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.



प्रो. अनिल डी. सहस्रबुद्धे,
अध्यक्ष

Prof. Anil D. Sahasrabudhe,
Chairman



सत्यमेव जयते

अखिल भारतीय तकनीकी शिक्षा परिषद्
(भारत सरकार का एक सांविधिक निकाय)
(मानव संसाधन विकास मंत्रालय, भारत सरकार)
नेल्सन मंडेला मार्ग, वसंत कुंज, नई दिल्ली-110067
दूरभाष : 011-26131498

ईमेल : chairman@aicte-india.org

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION

(A STATUTORY BODY OF THE GOVT. OF INDIA)

(Ministry of Human Resource Development, Govt. of India)

Nelson Mandela Marg, Vasant Kunj, New Delhi - 110067

Phone : 011-26131498

E-mail : chairman@aicte-india.org

F. No.: 1-101/DPG/AICTE/Regulation/2017

Date: 20th February, 2017

Subject: To establish a mechanism for online registration as well as disposal of grievances of students/faculty/stakeholders etc.-regarding

Sir,

The Ministry of Human Resource Development (MHRD), Government of India has emphasized that there is a need of structured mechanism for online registration as well as disposal of the grievances of students/faculty/stakeholders in every Institution approved by AICTE.

In view of the above, all the Institutions are requested to urgently put in place an online mechanism, if not presently existing, for registering and disposing of grievances. Once this mechanism is established, the following outcomes are desired to be fulfilled:

- i. Each AICTE approved Technical Institution should be able to receive and dispose off the grievances online.
- ii. Each of these Institutions should have a notice board/flex board fixed near the office of its Head, indicating the details of online Grievance Redressal Mechanism i.e. URL of the online Grievance Redressal Portal, names, contact nos. and e-mail IDs of members of the Grievance Committee, to ensure publicity/awareness of the establishment of Grievance Redress Mechanism/Students Grievances Portal. This would help speedy redressal of the grievances and obviate/reduce the urge to lodge the grievance on pg.portal of DARPG.
- iii. An online monthly Status Report regarding the number of grievances received, disposed off and pending as on the last day of the previous month should be informed to AICTE.
- iv. Non-registration of grievances on the portal of the Institution resulting in more number of grievances being registered on the pg.portal of Central Government which would be an indication that the grievance redress mechanism of the respective institution/organisation is not working properly to the satisfaction of the petitioners.

- v. The performance of the grievance redress mechanism at the point of arising of the grievance i.e. Institution may be taken into account by the Accreditation Agencies.
- vi. The Council will take into account the performance of the grievance redress mechanism at the point of origin of the grievance i.e. Institution, at the time of renewal of their permission/approval every year.

All the institutions are requested to take necessary steps on the matter and submit an Action Taken Report in this regard at the earliest.

Yours faithfully,

SAD - MHRD
22/2/17
(Prof. Anil Sahasrabudhe)

To
The Principals /Directors,
AICTE's approved Institutions.

Copy for information:

1. Sh. S.S. Sandhu, Joint Secretary (PG), Ministry of Human Resource Development (MHRD), Shastri Bhawan, New Delhi- 110115.
2. Sh. R. Srinivasan, Director, Technical Section-II, MHRD, Govt. of India, Department of Higher Education, Shastri Bhawan, New Delhi- 110 115.
3. Director (e-Governance)/AICTE

**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;

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- 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.

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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.

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.]

**UNIVERSITY GRANTS COMMISSION
BAHADUR SHAH ZAFAR MARG
NEW DELHI – 110 002**

NOTIFICATION

F.No.14-4/2012(CPP-II)

New Delhi, the __ December, 2012

In exercise of the power conferred under sub-section (1) of section 26 of the University Grants Commission Act, 1956 (3 of 1956), the University Grants Commission hereby makes the following regulations, namely: -

1. *Short title, application and commencement:* -

- 1) These regulations shall be called the University Grants Commission (Grievance Redressal) Regulations, 2012.
2. They shall apply to every university, whether established or incorporated by or under a Central Act or a State Act, and every institution recognised by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a university declared as such under Section 3 of the said Act.
3. They shall come into force from the date of their publication in the Official Gazette.

2. *Definition:* -- In these regulations, unless the context otherwise requires -
(a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);

(b) "aggrieved student" means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education;

(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 recognised 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. "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.

(e) "declared admission policy" means such policy for admission to a course or program of study as may be offered by the institution and published in the prospectus referred to in sub-regulation (1) of regulation 3;

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(f) "grievances" 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) non publication of prospectus, as specified;
- (v) publishing any information in the prospectus, which is false or misleading, and not based on facts;
- (vi) 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 program of study which such person does not intend to pursue;
- (vii) 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;
- (viii) breach of the policy for reservation in admission as may be applicable;
- (ix) complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
- (x) non payment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
- (xi) delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- (xii) on provision of student amenities as may have been promised or required to be provided by the institution;
- (xiii) denial of quality education as promised at the time of admission or required to be provided;
- (xiv) non transparent or unfair evaluation practices;
- (xv) harassment and victimisation of students, including sexual

harassment;

- (g) "Grievance Redressal Committee" means a committee constituted under these regulations;
- (h) "Higher Educational Institution" means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of sub-section (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956;
- (i) "institution" for the purposes of these regulations, means university, college or institution, as the case may be;
- (j) "Office of profit" means an office which is capable of yielding a profit or pecuniary gain, and to which some pay, salary, emolument, remuneration or non-compensatory allowance is attached;
- (k) "Ombudsman" means the Ombudsman appointed under regulation 4 of these regulations;
- (l) "university" means a university established or incorporated by or under a Central Act or a State Act and includes an institution deemed to be university declared as such under Section 3 of the Act.

3. *Mandatory publication of prospectus, its contents and pricing:--*
- (1) Every higher education institution, shall publish, before expiry of sixty days prior the date of the commencement of the admission to any of its courses or programmes of study, a prospectus containing the following for the purposes of informing those persons intending to seek admission to such institution and the general public, namely:—
- (a) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or programme of study, and the other terms and conditions of such payment;
- (b) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or programme of study and the time within, and the manner in, which such refund shall be made to that student;
- (c) the number of seats approved by the appropriate statutory authority in respect of each course or programme of study for the academic year for which admission is proposed to be made;
- (d) the conditions of eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or programme of study, where so specified by the institution;

- (e) the educational qualifications specified by the relevant appropriate statutory authority, or by the institution, where no such qualifying standards have been specified by any statutory authority;
- (f) the process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or programme of study and the amount of fee to be paid for the admission test;
- (g) details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such members are on regular basis or as visiting member;
- (h) information in regard to physical and academic infrastructure and other facilities including hostel accommodation, library and hospital or industry wherein the practical training to be imparted to the students and in particular the facilities accessible by students on being admitted to the institution;
- (i) broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or programme of study, including the teaching hours, practical sessions and other assignments;
- (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- (k) any such other information as may be specified by the Commission:

Provided that an institution shall publish information referred to in items (a) to (j) of this sub regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in the different newspapers and through other media:
 Provided further that an institution may publish prospectus in accordance with this sub regulation at any time before the period of sixty days.

(2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

4. *Appointment, tenure, removal and conditions of services under grievance redressal mechanism -*

- (1) Each University shall appoint an Ombudsman for redressal of grievances of students under these regulations.
2. 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 ten years' experience as a professor.
3. The Ombudsman shall not, at the time of appointment, during one year before such 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.
4. The Ombudsman, or any member of his immediate family shall not -
 - (a) hold or have held at any point in the past, any post or, employment in the office of profit in the University;
 - (b) have any significant relationship, including personal, family, professional or financial, with the university;
 - (c) hold any position in university by whatever name called, in the administration or governance structure of the university.
5. The Ombudsman in a State University shall be appointed by the university on part-time basis from a panel of three names recommended by the search committee consisting of the following members, namely:-
 - (a) nominee of the Governor of the State - Chairman;
 - (b) two Vice-Chancellors, by rotation from public universities of the State to be nominated by the State Government - Members;
 - (c) one Vice-Chancellor, by rotation from a private university of the State to be nominated by the State Government - Member;
 - (d) Secretary (Higher Education) of the State - Member-- Convener.
6. The Ombudsman in a Central University and institution deemed to be university shall be appointed by the Central University or institution as the case may be on part - time basis from a panel of three names recommended by the search committee consisting of the following members, namely:-
 - a) Chairman of the University Grants Commission or

- b) his nominee - Chairman;
- b) one Vice Chancellor from central university, by rotation, to be nominated by the Central Government - Member;
- c) one Vice Chancellor from institution deemed to be university, by rotation, to be nominated by the Central Government - Member;
- d) Joint Secretary to the Government of India in the Ministry of Human Resource Development dealing or in charge of the higher education - Member;
- e) Joint Secretary in the office of the University Grants Commission - Member - Convener

7. The Ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy year, whichever is earlier, from the date he resumes the office and may be reappointed for another one term in the same university.

8. The Ombudsman shall be paid a fees of Rs. 3000 per day for hearing the cases, in addition to reimbursement of the conveyance.

9. The Ombudsman may be removed on charges of proven misconduct or misbehavior or as defined under sub regulation (3) and (4) of this regulation, by the concerned appointing authority.

10. No order of removal of Ombudsman shall be made except after an inquiry made in this regard by a person not below the rank of Judge of the High Court 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.

5. **Grievance Redressal Committee -**

- (1) In case of a college, the Vice Chancellor of the affiliating university shall constitute a Grievance Redressal Committee consisting of five members for an individual college or a group of colleges keeping in view the location of the college(s).
- (2) The Grievance Redressal Committee shall be constituted by the Vice-Chancellor of the affiliating university consisting of -
 - a) a senior Professor of the University - Chairman;
 - b) three senior teachers drawn from the affiliating colleges, on rotation basis, to be nominated by the Vice-Chancellor - Members;
 - c) a student representing the college where the grievance has occurred to be nominated, based on academic merit, by the concerned college - special invitee.
- (3) The Grievance Redressal Committee shall have a term of two years.

- (4) The provisions of sub-regulations (8), (9) and (10) of regulation 4 and regulation 6 in respect of the matters of the reimbursement and procedure and functions shall, *mutatis mutandis*, apply to the Grievance Redressal Committee except that the Grievance Redressal Committee shall communicate its decision within ten days of receipt of the complaint.
- (5) Any person aggrieved by the decision of the Grievance Redressal Committee may within a period of six days prefer an appeal to the Ombudsman.

6. *Powers and functions of ombudsman –*

- (1) The Ombudsman shall exercise his powers to hear any grievance-
 - (a) 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
 - (b) 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 Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as *amicus curiae*, for hearing complaints of alleged discrimination.

7. *Procedure in redressal of grievances by Ombudsman and Grievance Redressal Committee-*

- (1) Each institution shall establish a registry, headed by an employee of the institute of appropriate rank as the Ombudsman may decide, where any aggrieved student or person may make an application 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 or the Grievance Redressal Committee, as the case may be, shall immediately provide a copy to the institution for furnishing its reply within seven days.

(4) The Ombudsman or the Grievance Redressal Committee, as the case may be, 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 authorised to present his case.

(6) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall be guided by the principles of natural justice while hearing the grievance.

(7) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.

(8) The institution shall co-operate with the Ombudsman or the Grievance Redressal Committee, as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsman to the Commission.

(9) On the conclusion of proceedings, the Ombudsman or the Grievance Redressal Committee, as the case may be, 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 sub-regulation (9), under the signature of the Ombudsman or the Grievance Redressal Committee, as the case may be, shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.

(11) The institution shall comply with the order of the Ombudsman or the Grievance Redressal Committee, as the case may be,

(12) Any order of the Ombudsman or the Grievance Redressal Committee, as the case may be, not complied with by the institution shall be reported to the Commission.

(13) A complaint shall be filed by the aggrieved student or his parent or with a special permission from the Ombudsman or the Grievance Redressal Committee, as the case may be, by any other person.

(14) In case of any false or frivolous complaint, the ombudsman may order appropriate action against the complainant.

8. *Information regarding Ombudsman Grievance Redressal Committee to be published in prospectus -*

The University, the institution deemed to be university and the college concerned shall provide detailed information regarding provisions of Grievance Redressal Committee, Ombudsman and the duties and rights of students in their prospectus prominently.

9. *Consequences of non-compliance -*

The Commission shall in respect of any institution which willfully contravenes or repeatedly fails to comply with orders of the Ombudsman or the Grievance Redressal Committee, as the case may be, may proceed to take one or more of the following actions, namely:-

- a. withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- b. withholding any grant allocated to the Institution;
- c. declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- d. 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 of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- e. recommend to the affiliating university for withdrawal of affiliation, in case of a college;
- f. recommend to the Central Government for withdrawal of declaration as Institution deemed to be university, in case of an institution deemed to be university;
- g. recommend to the appropriate State Government for withdrawal of status as university in case of a university established or incorporated under a State Act;
- h. taking such other action within its powers as the Commission may deem fit and impose such other penalties as may be provided in the Act for such duration of time as the institution complies with the provisions of these Regulations:

Provided that no action shall be taken by the Commission under this regulation unless the institution has been given an opportunity to explain its position and opportunity of being heard has been provided to it.

(Dr. Akhilesh Gupta)
(Secretary)



M.A.M. SCHOOL OF ENGINEERING

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Grievance Redressal Cell

20.8.2021

CIRCULAR

A Committee consisting of the following members is constituted for this academic year 2021 - 2022 to redress the grievances of its stakeholders.

Sl.No	Name of the Committee Members	Position in Committee	Designation	Phone Number
1	Dr.P.Ranjith Kumar	Chair-Person	Principal	7708000971
1	Dr.P.Lilly Florence	Member	Professor / Chemistry	9345690431
2	Mr.R.Ramanathan	Member	Associate Professor / Mechanical	9865597384
3	Dr.M.Paneer Selvam	Member	Professor/Mechanical	9842887134
4	Mrs.P.Kavitha	Member	Associate Professor /ECE	9894306636
5	Dr. A. Punitha	Member	Professor / Mechatronics	9842071145
6	Mr. Subramanian	Member	Lab Technician / EEE	9843306981
7	Ms. A. Pavithra	Member - Student	IV year /CSE	8870135642
8	Ms. K. Dharshinidevi	Member-Student	IV year /ECE	7448978267
9	Mr. A. Ajay	Member-Student	IV year / Mechatronics	6380883205
10	Ms. C. Anupriya	Member-Student	IV year /Aeronautical	8825598726
11	Mr. R. Majharulla	Member-Student	III year / EEE	7708173722
12	Mr.A.Srikanth	Member-Student	II year / Mechanical	6380229130

❖ If any student / faculty has any grievance, he/she may approach the committee members or send mail to gcell@mamse.in

PRINCIPAL

(Dr. P. Ranjith Kumar)

PRINCIPAL

M.A.M. SCHOOL OF ENGINEERING
SIRIGANUR, TRUCHARAPPALLI-621 105,