

DEPARTMENT OF TECHNICAL EDUCATION, CHENNAI

From
Thiru.K.Vivekanandhan, I.A.S.,
Director of Technical Education,
Directorate of Technical Education,
Guindy, Chennai – 600 025.

To
The Principal of all AICTE approved Technical
Institutions in Tamil Nadu coming under the
purview of DOTE, Chennai – 600 025.

Letter No. 000118 / TAC / 2021, dated: 13.01.2021

Sir / Madam,

Sub: Technical Education – Formation of Student Grievance Redressal Committee (SGRC) – Guidelines and Circular to all AICTE approved Technical Institutions in Tamil Nadu coming under the purview of this Directorate of Technical Education - Regarding.

Ref: 1. All India Council for Technical Education, New Delhi Approval Process Handbook 2020-21.
2. Government Letter (D) No. 238, Higher Education (B1) Department, Secretariat, Chennai, Dated: 21.12.2020.

In order to provide opportunities for redressal of certain grievances of students already enrolled in any Institution, as well as for those seeking admission to such Institutions, AICTE has notified All India Council for Technical Education (Redressal of Grievances of Students) Regulation, 2019 vide F.No. 1-101 / PGRC / AICTE / Regulation / 2019 dated: 07.11.2019 for establishment of grievance redressal mechanism for all AICTE approved Technical Institutions. Non-compliance of the above Regulations shall call for punitive action.

AICTE, New Delhi has issued Guidelines for establishment of Grievance Redressal Mechanism as follows:

- i. Each AICTE approved Technical Institution should be able to receive and dispose of the Grievances online.
- ii. Each of these Institutions should have a notice board / flex board fixed near the Office of it's Principal / Director, indicating the details of online Grievance Redressal Mechanism i.e. URL of the online Grievance Redressal Portal, Name, contact nos. and e-mail IDs of members of the Grievance Committee, to ensure publicity / awareness of the establishment of Grievance Redressal Mechanism / students Grievances Portal.
- iii. A complaint from an aggrieved student relating to the Institution shall be addressed to the Chairperson of Student Grievance Redressal Committee (SGRC).

- iv. Every AICTE approved Institution shall constitute Student Grievance Redressal Committee (SGRC) with the following composition, namely:
- Principal of the College – Chairperson
 - Three senior members of the teaching faculty to be nominated by the Principal as Members and out of three one member shall be female and other from SC / ST / OBC category;
 - A representative from among students of the College to be nominated by the Principal based on academic merit / excellence in sports / performance in co-curricular activities - Special Invitee.
- v. The term of the members and the special invitee shall be of two years.
- vi. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- vii. In considering the grievances before it, the SGRC shall follow principles of natural justice.
- viii. The SGRC shall send its report with recommendations, if any, to the concerned Institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
- ix. Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

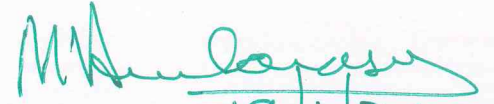
Government has appointed vide Letter cited in the second reference the following person as OMBUDSPERSON for Redressal of Grievance of Students of Diploma Institutes, which are offering Diploma level course(s) and are affiliated to Board of Technical Education (BTE), as per All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019:

Dr.A.Mala,
Formerly Principal,
ACGCET, Karaikudi,
B4, Silver Spring Apartment,
Perumal Nagar 3rd Street,
Nanganallur, Chennai – 61.
Mobile No. 9442550564.

In this regard, the Principals of all the AICTE approved Technical Institutions in Tamil Nadu coming under the purview of this Directorate of Technical Education are hereby requested to form a Students Grievance Redressal Committee as per the Guidelines issued by AICTE, New

Delhi and send the details of constitution of the Students Grievance Redressal Committee (SGRC) and action taken report to this office, immediately. Non-compliance of the AICTE Regulations shall call for punitive action. Further, it is requested to display the constitution of the Students Grievance Redressal Committee (SGRC) and the Government letter cited in the second reference to the College common Notice Board, without fail.

Treat this letter as **“Most Urgent and Important”**.



19/1/21

for Director of Technical Education

Alif
18/1/2021

Copy to:

The Principal Secretary to Government,
Higher Education Department,
Secretariat, Chennai – 600 009.

This is submitted for
favour of
information



In order to provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as for those seeking admission to such institutions, AICTE has notified All India Council for Technical Education (Redressal of Grievance of Students) Regulation, 2019 vide F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019 for establishment of grievance redressal mechanism for all AICTE approved Technical Institutions. Non-compliance of the above Regulations shall call for punitive action.

Guidelines for Establishment of Grievance Redressal Mechanism:

- i. Each AICTE approved Technical Institution should be able to receive and dispose of the Grievances online.
- ii. Each of these Institutions should have a notice board/flex board fixed near the Office of its Principal / Director, 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 Redressal Mechanism / students Grievances Portal.
- iii. A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson of Student Grievance Redressal Committee (SGRC).
- iv. Every AICTE approved institution shall constitute Student Grievance Redressal Committee (SGRC) with the following composition, namely:
 - Principal of the College - Chairperson;
 - Three senior members of the teaching faculty to be nominated by the Principal as Members and out of three one member shall be female and other from SC/ ST/ OBC category;
 - A representative from among students of the College to be nominated by the Principal based on academic merit/ excellence in sports/ performance in co-curricular activities - Special Invitee.
- v. The term of the members and the special invitee shall be of two years.
- vi. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- vii. In considering the grievances before it, the SGRC shall follow principles of natural justice.
- viii. The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
- ix. Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

All the Institutions are requested to take necessary steps to implement the above regulation.



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Higher Education (B1) Department,
Secretariat, Chennai – 9.

Letter (D) No.238, dated 21.12.2020
(திருவள்ளூர் ஆண்டு 2051, சார்வரி, மான்கழி 06)

From
Selvi. Apoorva, I.A.S.,
Principal Secretary to Government.

sp
The Director of Technical Education,
Chennai-600 025.

Sir,

Sub: Technical Education – Appointment of Ombudsperson for Diploma Institutes which are offering Diploma level course(s) and are affiliated to Board of Technical Education (BTE) as per All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 – Regarding.

- Ref: 1. Letter from Member Secretary AICTE New Delhi F.No.1-101/PGRC/ AICTE/ Regulation/2019, dated 29.11.2019.
2. Your Letter No.52114/H5/2019,dated 30.01.2020.

I am directed to invite your attention to the references cited and hereby nominate the following person for appointment of Ombudsperson for Redressal of Grievance of Students of Diploma Institutes, which are offering Diploma level course(s) and are affiliated to Board of Technical Education (BTE), as per All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019:-

Dr. A. Mala,
Formerly Principal,
ACGCET, Karaikudi.
E4, Silver Spring Apartment,
Perumal Nagar 3rd Street,
Nanganallur,
Chennai- 61.
Mobile No. 9442550564

Yours faithfully,

M. Geetha
21.12.2020

for Principal Secretary to Government.

Copy to:
The Senior PA. to Minister (Higher Education and Agriculture) Chennai-9.
The PA. to Principal Secretary to Government, Higher Education Department,
Chennai-9.
Sf/Sc.