

Annexure 12

GUIDELINES FOR ESTABLISHMENT OF GRIEVANCE REDRESSAL MECHANISM

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 of 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 Web Site 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 shall 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 to implement the above.