

**GOVERNMENT OF ANDHRA PRADESH
DEPARTMENT OF TECHNICAL EDUCATION**

**OFFICE OF THE
SPECIAL COMMISSIONER OF TECHNICAL EDUCATION
ANDHRA PRADESH:: VIJAYAWADA**

Cir. Memo. No. H/AICTE/Regulation/2019

Date: 30.12.2019

Sub: TECHNICAL EDUCATION-Academic – Appointment of Ombudsperson for Diploma Institutes affiliated to Board of Technical Education under AICTE(Redressal of Grievance of Students) Regulations, 2019 – Instructions issued - Reg.

Ref: F.No.:1-101/PGRC/AICTE/Regulation/2019/9611, Dated 29.11.2019 of Member Secretary, AICTE, New Delhi.

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In the references cited, the Member Secretary, AICTE, New Delhi has issued instructions regarding appointment of Ombudsperson for Diploma Institutes affiliated to Board of Technical Education(BTE) or Directorate of Technical Education(DTE) under AICTE(Redressal of Grievance of Students) Regulations, 2019 which is published in official Gazette of India on 19.11.2019. These Regulations are aimed at addressing and effectively resolving grievances of students of AICTE approved Technical Institutions. And also all aggrieved students are required to approach Student Grievance Redressal Committee(SGRC) appointed by the concerned Institutions for redressal of their grievances. In case they are not satisfied with the decision of the SGRC, they may approach the OMBUDSPERSON to be appointed under these Regulations.

In this regard, the Principals of all Government/Aided/Private Un – aided Polytechnics including 2nd shift Polytechnics in existing Engineering colleges/D.Pharmacy Institutions under the Department of Technical Education is directed to follow the instructions of the Member Secretary, AICTE, New Delhi and the RJD's Tirupathi and Kakinada are requested to take necessary action in the matter.

Encl: as above

**Sd/- V.S.Dutt
For SPECIAL COMMISSIONER**

To

The Principals from All Govt/Aided/Private Un -Aided & II Shift Polytechnics in Engineering Colleges /D. Pharmacy Institutions.

Copy to the RJD (T.E) Tirupathi and Kakinada for necessary action,

Copy to the Secretary, SBTET,A.P.,Vijayawada.

Ramachandran 30/12/19
For Special Commissioner

[Signature]
30.12



प्रो.राजीव कुमार
सदस्य सचिव

Prof. Rajive Kumar
Member Secretary



अखिल भारतीय तकनीकी शिक्षा परिषद्

(भारत सरकार का एक सांविधिक निकाय)

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ALL INDIA COUNCIL FOR TECHNICAL EDUCATION

(A Statutory Body of the Govt. of India)

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F.No. : 1-101/PGRC/AICTE/Regulation/2019 | 9611

Dated: 23/11/2019

Subject: Appointment of Ombudsperson for Diploma Institutes affiliated to Board of Technical Education (BTE) or Directorate of Technical Education (DTE) under All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019-reg.

Dear Sir/Madam,

In supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation, 2012 dated 25th May, 2012, AICTE has been framed All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 which is published in official Gazette of India on 19.11.2019. A copy of the same is enclosed. These Regulations are aimed at addressing and effectively resolving grievances of students of AICTE approved Technical Institutions.

2. As per these Regulations, all aggrieved students are required to approach Student Grievance Redressal Committee (SGRC) appointed by the concerned Institution for redressal of their grievances. In case they are not satisfied with the decision of the SGRC, they may approach the OMBUDSPERSON to be appointed under these Regulations.

3. Appointment, Tenure, Removal and Conditions of Services of OMBUDSPERSON, as stipulated under clause 6 of these Regulations, are as under:

i. Each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redress of Grievances of Students) Regulations, 2019.

There shall be one or more part-time functionaries designated as Ombudsperson to hear, and decide on, appeals preferred against the decisions of the SGRCs.

iii. For institutions which are offering diploma level course(s) and are affiliated to Board of Technical Education (BTE), the concerned Directorate of Technical Education (DTE) shall appoint an Ombudsperson for redressal of grievances of students.

iv. For Institution which are not affiliated to any University and offering Diploma, Post Diploma, Post Graduate Certificate, Post Graduate Diploma Course(s) in Management, Computer Applications & Travel and Tourism, the Council shall appoint an Ombudsperson for redressal of grievances of students.

v. The Ombudsperson shall be a Retired District Judge or a retired Vice Chancellor or Professor (who has worked as Dean/HOD and 10 years' experience as Professor at State/Central Universities/Institution of eminence).

DO/AD EG/A

circulate among all Insts

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- (घ) परिषद् के किसी भी सागान्य अथवा विशेष सहायता कार्यक्रम के अन्तर्गत किसी भी सहायता को प्राप्त करने हेतु विचार किए जाने के लिए संस्थान को अयोग्य घोषित करना ;
- (ङ) उपयुक्त मीडिया में प्रमुखता से प्रदर्शित कर और परिषद् की वेबसाइट पर पोस्ट कर संभावित अर्थियों सहित जनसाधारण को सूचित करना, तथा इस बाबत घोषणा करना की संस्थान में शिकायतों के निवारण के लिए न्यूनतम भागक मौजूद नहीं है ;
- (च) विश्वविद्यालय से सम्बद्धता प्राप्त संस्थान अथवा डीटीई से संबद्धता प्राप्त संस्थान के मामले में, संबद्धता को वापस लेने के लिए संबद्ध विश्वविद्यालय संस्थान अथवा डीटीई सम्बद्धता संस्थान को सिफारिश करना ;
- (छ) गैर-अनुपालना के लिए संस्थान के विरुद्ध ऐसी अन्य कार्रवाई करना जो आवश्यक और उचित समझी जाए।
- बशर्ते कि, इन विनियमों के तहत परिषद् द्वारा कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति स्पष्ट करने के लिए अवसर नहीं दिया गया हो और उसे सुने जाने का अवसर प्रदान नहीं किया गया हो।

प्रो० राजीव कुमार, सदस्य-सचिव

[विज्ञापन-111/4/असा./297/19]

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION
(REDRESSAL OF GRIEVANCE OF STUDENTS) REGULATIONS, 2019

NOTIFICATION

New Delhi, the 7th November, 2019

F.No. 1-101/PGRC/AICTE/Regulation/2019.—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), and in supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation 2012 dated 25th May, 2012, the All India Council for Technical Education makes the following Regulations, namely:

1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

- These Regulations shall be called as the All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019.
- They shall apply to all Technical Institutions recognized or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.
- They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE:

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

3. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:

- "Act" means the All India Council for Technical Education Act, 1987;
- "Council" means the All India Council for Technical Education;
- "UGC" means University Grants Commission;
- "Technical Education" means programs of education as defined under section 2(g) of the All India Council for Technical Education, Act, 1987;
- "Technical Institution" means an Institution as defined under section 2(h) of the All India Council for Technical Education, Act, 1987;
- "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.
- "Aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these Regulations.
- "Declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution;

- (n) "State" means a State specified in the First Schedule to the Constitution of India and includes a Union territory;
- (o) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution to which these Regulations apply;

4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
- the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
 - the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
 - the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
 - the process of 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 program of study and the amount of fee prescribed for the admission test;
 - each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
 - rules/regulations for imposition and collection of any fines specified heads or categories, minimum and maximum fine;
 - 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 program of study and the time within and the manner in which such refund shall be made to that student;
 - details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof;
 - information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
 - 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
 - any other information as may be specified by the Council:

Provided that an institution shall publish/upload information referred to in items (a) to (k) of this 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 different newspapers and through other media.

- (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.

5. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC):

- A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- Every AICTE approved institution shall constitute Student Grievance Redressal Committee (SGRC) with the following composition, namely:

- ii. While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- iii. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- iv. The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved person may appear either in person or authorize a representative to present his/her case.
- (v) Grievances not resolved by the Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these Regulations.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Council, which shall take action in accordance with the provisions of these Regulations.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons therefore as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.
- (ix) The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Council any failure on the part of the institution to comply with the recommendations.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

10. CONSEQUENCES OF NON-COMPLIANCE:

The Council shall in respect of any Technical institution, which wilfully contravenes or repeatedly fails to comply with the recommendation of the Ombudsperson or the Student Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions, namely:

- (a) withdrawal of approval granted to the Technical Institution;
- (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;