

2 GOVERNMENT’S CLAUSE

The Ministry of Human Resources 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, institution has put in place an online mechanism for registering and disposing of Grievances. The outcomes to be fulfilled are as follows

- Each of the Institutions should have a notice board/flex board fixed near the office of the Head, indicating the details of online Grievance Redress 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 Grievance Portal. This would help speedy Redressal of the Grievances and obviate/reduce the urge to lodge the Grievance on pg. portal of DARPG.
- 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.
- Non-registration of Grievance 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 Redressal Mechanism of the respective Institution is not working properly to the satisfaction of the petitioners.
- 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.
- 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.