



Complaints Handling Procedure of Violation of Norms and standards by AICTE approved Institutions

Step 1

- After registration of the complaints (hard copy), the **complaints** are got verified from the complainants for genuineness.

Step 2

- Only verified complaints are placed before the **Standing Complaint Scrutiny Committee (SCSC) headed by Chief Justice (Retd.) of a High Court**, constituted by the Competent Authority of AICTE for scrutiny / examination.

Step 3

- Recommendations of **SCSC duly approved by the Competent Authority** along with complaints and related documents are submitted to the Approval Bureau for further processing the same.

Step 4

- Approval Bureau conducts an **Expert Visit Committee (EVC)** / issue show cause notice to the Institute as per the SCSC recommendations and proceed for further necessary action as prescribed in the Approval Process Handbook.

Step 5

- After receipt of EVC report / explanation from the Institute, the same is placed before a **Standing Hearing Committee (SHC)** for its consideration.

Step 6

- Based on the recommendations of the SHC, penal action against the Institute is taken by the Approval Bureau as prescribed in the Approval Process Handbook.

Step 7

- The Institute is provided an opportunity for appealing against the action / decision of AICTE before **Standing Appellate Committee (SAC)**.

Note: As per CVC guidelines. Anonvmous / pseudonvmous complaints are not dealt.



Student Grievances Redressal Procedure

Step 1

- It is a mandatory to establish a Student Grievance Redressal Committee (SGRC) in each AICTE approved Technical Institutions and appointment of OMBUDSPERSON by the affiliating Universities under All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019.

Step 2

- Students may submit their grievances to Student Grievance Redressal Committee (SGRC) of the concerned institution.

Step 3

- If the students are not satisfied with the decision of the Students Grievance Redressal Committee, they may appeal / approach to the OMBUDSPERSON appointed by the affiliating Universities under UGC (Redressal of Grievances of Students) Regulation 2019.

Step 4

- In case of Diploma Institutions which are not affiliated to any University, the OMBUDSPERSON will be appointed by the DTEs/BTEs of the concerned State Govt.

Step 5

- In case of PGDM Institutions which are not affiliated to any University, the OMBUDSPERSON will be appointed by the AICTE.

Step 6

- AICTE shall take punitive action against the Institute in case on non-compliance of the orders of the OMBUDSPERSON as per regulations.

Note: As per CVC guidelines. Anonymous / pseudonymous complaints are not dealt.



COMPLAINT RELATED TO RAGGING

Step 1

- In order to prohibit, prevent and eliminate the scourge of ragging including any conduct by any student or students in AICTE approved technical institution, AICTE has already framed prevention and prohibition of ragging in technical institutions, universities including deemed to be universities imparting technical education, Regulations, 2009.

Step 2

- It is mandatory for each technical institution to establish Anti-Ragging Committee (ARC) & Anti-Ragging Squad (ARS).

Step 3

- Students in distress owing to ragging related incidents may report their complaint in the respective institution Anti-Ragging Committee / Anti-Ragging Squad.

Step 4

- Student/parent can call **Anti-Ragging Helpline Number i.e. 1800-180-5522** (24x7) to register their complaint. When they call up the **toll-free number 1800-180-5522**, the Agents/Official at the Anti-ragging helpline call centre will ask them about the issue and details. Thereafter, the complaint will be registered. The call will be assigned a unique number which will be given to the complainant for future tracking. For more details, visit www.antiragging.in.

Step 5

- Student/Parent can also write to Nodal Officer, Anti-Ragging Cell (Public Grievance Redressal Cell), AICTE, JNU Campus, Nelson Mandela Marg, Vasant Kunj, New Delhi-110 070 or e-mail to antiragging@aicte-india.org.

Note: As per CVC guidelines. Anonymous / pseudonymous complaints are not dealt.