

**ACHARYA BANGALORE B SCHOOL**

**GRIEVANCE REDRESSAL COMMITTEE**

**All India Council for Technical Education (Establishment of Mechanism for  
Grievance Redressal) Regulations, 2012**



## **DEFINITION**

- (a) “Aggrieved Student” means a student who has any complaint in the matters concerned with the grievances as defined under these regulations :
- (b) “Aggrieved Employee” means a faculty or non-teaching staff who has any grievance with the department or institution
- (c) “Act” means the All India Council for Technical Education Act, 1987
- (d) “College” means an institution, whether known as such or by any other names, which provides for a course of study for obtaining any qualification from a University and which, in accordance with the rules and regulations of such University, is recognized as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification
- (e) “Grievances” may include the following complaints of aggrieved students namely -
  - 1. Irregularity in admission process
  - 2. Withhold or refuse to return any documents in the form of certificates of degree, diploma or any other award or other document
  - 3. Demand of money in excess of that specified amount
  - 4. Breach of the policy for reservation in admission as may be applicable
  - 5. On provision of student amenities as may have been promised or required to be provided by the institution
  - 6. Non transparent or unfair evaluation practices.
  - 7. Harassment and victimization of students including sexual harassment
  - 8. Non payment or delay in payment of scholarships to students
- (f) “Grievances” of employee may be related to service conditions of the working with department or institution
- (g) “Grievance Redressal Committee” means a committee constituted under these regulations

## **RESPONSIBILITIES OF THE INSTITUTION**

The institution should have a notice board/flex board fixed near the Office of its Head, indicating the details of Grievance Redressal Mechanism i.e URL of the online Grievance Redress Portal, names, contact nos. and email ids of the members of Grievance Redressal Committee.



## **COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE**

- (a) A Chairperson who shall be faculty member employed at a senior level
- (b) One faculty member and one non-teaching employee at senior level,

## **PROCEDURE IN REDRESSAL OF GRIEVANCES**

- (a) Aggrieved Student or Employee can register the grievance in the URL of the Online Grievance Redressal Committee.
- (b) After receiving the grievance, the Grievance Redressal Committee will meet within 7 working days to investigate the grievance
- (c) The grievance of the individual will be given fair and reasonable opportunity to be heard in detail before the Chairperson and other members of the concerned committee in a peaceful and conciliatory environment depending upon the issue if need to be, appropriate evidence in the form of a material evidence or personal witness may be introduced by the aggrieved person.
- (d) The Chairperson of the committee, in constitution with the member(s) will submit the report to Executive Authority, to the at the earliest possible time.
- (e) The Executive Authority in turn, depending on nature, magnitude and jurisdiction of the issue, will arrange for the appropriate and early measure of redressal of grievance, and same will be communicate to the 'aggrieved person'.