



सत्यमेव जयते

अखिल भारतीय तकनीकी शिक्षा परिषद्

(भारत सरकार का एक सांविधिक निकाय)

(मानव संसाधन विकास मंत्रालय, भारत सरकार)

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प्रो. आलोक प्रकाश मित्तल

सदस्य सचिव

Prof. Alok Prakash Mittal

Member Secretary

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION

(A STATUTORY BODY OF THE GOVT. OF INDIA)

(Ministry of Human Resource Development, Govt. of India)

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F. No.: 1-101/DPG/AICTE/Regulation/2017

Date: 7<sup>th</sup> February, 2019

Subject: To establish a mechanism for online registration as well as disposal of grievances of students/faculty/stakeholders etc.-regarding

Sir,

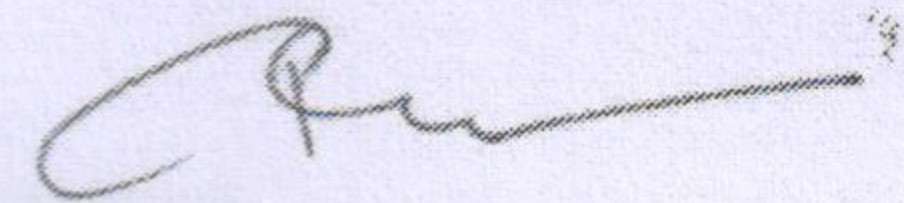
Kindly refer to this office letter of even number dated 20<sup>th</sup> February, 2017 wherein the following steps were requested to be implemented in your Institutions:

- 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 portal 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 will 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 again requested to take necessary steps on the matter and submit a compliance report through emails by 15<sup>th</sup> February, 2019 by providing photographs of such Notice Boards installed / fixed by them for the convenience of students and their parents.

Yours faithfully,



(Prof. Alok Prakash Mittal)

To  
The Principals /Directors,  
AICTE's approved Institutions.

Copy for information:

1. Sh. V.L.V.S.S.Subba Rao, Senior Economic Advisor (HE), Ministry of Human Resource Development (MHRD), Shastri Bhawan, New Delhi- 110115 with reference to your D.O No. C-36012/02/2017-PG dated 23.01.2019.

2. Director (e-Governance)/ AICTE