



Policy : Redressal of Grievance of Students

No.: Reg./ Policy/2019-20/63

20, January 2020

All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019, has been published in official Gazette of India on 19.11.2019. These Regulations are aimed at addressing and effectively resolving grievances of students studying in AICTE approved Technical Institutions.

AIM of Policy: To provide opportunities for redressal of grievances of students already enrolled in any institution as well as those seeking admission to such institutions and a mechanism thereto. Any complaint from an aggrieved student relating to the institution shall be addressed by Student Grievance Redressal Committee (SGRC).

Grievance covers following –

- (a) Admission Contrary to Merit determined in accordance with declared admission policy.
- (b) Irregularity in the process of declared admission policy
- (c) Refusal to admit in accordance with declared admission policy
- (d) Non-publication of prospectus by the institution.
- (e) Withhold of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other documents deposited by the student for the purpose of seeking admission in institution.
- (f) Demand of money in excess of that specified to be charged.
- (g) Violation by the institute of any law for the time being in force in regard to reservation of seats.
- (h) Non-payment or delay in payment of scholarships or financial aid admissible to any student.
- (i) Non-transparent or unfair practices adopted by the institution.
- (j) Delay in, or denial of the refund of fee due to a student who withdraws admission within time.
- (k) Complaints of allegation discrimination of students from SC/ST/OBC/Women/Minority
- (l) Denial of quality education as promised at the time of admission
- (m) Harassment or victimization of a student.

COMPOSITION: STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC) :

The following will be the members of SGRC –


- | | | |
|-----------------------------|---------------|---|
| (a) Director (Ex-Officio) | - Chairperson | |
| (b) Prof. (Dr.) V.P. Singh | - Member | (Nominee Teaching Faculty Member) |
| (c) Dr. Priyanka Srivastava | - Member | (Nominee Teaching Faculty Member -female) |
| (d) Dr. Shiv Charan | - Member | (Nominee Teaching Faculty Member) |
| (e) Ms. Kavya Srivastava | - Member | (Nominee – Student – Special Invitee) |
- (AKTU Roll No. 1901220130049)



Continue on Page-2

TENURE and QUORUM: The tenure of members and the special invitee shall be of two years. The quorum for the meeting including the Chairperson but excluding the special invitee shall be three. The details of the Committee will be uploaded on College website.

PROCEDURE FOR REDRESSAL OF GRIEVANCE: As per the Regulation, on-line facility has been created on institute official website www.srmcem.ac.in so that any student can lodge his/her complaint through such link. The Committee may have personal interaction with the student, if required. The SGRC shall send its report with recommendations, if any, to the Management and aggrieved student within a period of fifteen days from the date of receipt of complaint.


(Prof. R.K. Jaiswal)
Director General



[Click Here to Register Complaints](#)