



सत्यमेव जयते

प्रो.राजीव कुमार
सदस्य सचिव

Prof. Rajive Kumar
Member Secretary

अखिल भारतीय तकनीकी शिक्षा परिषद्

(भारत सरकार का एक सांविधिक निकाय)

मानव संसाधन विकास मंत्रालय, भारत सरकार

नेल्सन मंडेला मार्ग, वसंत कुंज, नई दिल्ली - 110070

दूरभाष: 011-26131497

ई मेल : ms@aicte-india.org

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION

(A Statutory Body of the Govt. of India)

Ministry of Human Resource Development, Govt. of India

Nelson Mandela Marg, Vasant Kunj, New Delhi-110067

Phone: 011-26131497

E-mail: ms@aicte-india.org

F.No. : 1-101/PGRC/AICTE/Regulation/2020

Dated: 03/12/2020

Subject: Regarding appointment of Ombudsperson for resolving grievance of students in AICTE approved Institutions -**reg.**

Dear Sirs/Madams,

Please find attached a letter No. CG-II/2020/34364 dated 27.10.2020 received from Assistant Registrar (Colleges), Kurukshetra University requesting to all Technical Colleges/Institutes to constitute Student Grievance Redressal Committee (SGRC) in their respective College/Institute and further to hear and decide the appeals of student(s) against the decision(s) of the Student Grievance Redressal Committee (SGRC), the Kurukshetra University has also appointed Dean Students' Welfare, K.U Kurukshetra as the Ombudsperson.

As per All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 which is published in official Gazette of India on 19.11.2019, under clause 6 of the Regulations:

- (i) Each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redress of Grievances of Students) Regulations, 2019.
- (ii) There shall be one or more part-time functionaries designated as Ombudsperson to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) For institutions which are offering diploma level course(s) and are affiliated to Board of Technical Education (BTE), the concerned Directorate of Technical Education (DTE) shall appoint an Ombudsperson for redressal of grievances of students.
- (iv) For Institution which are not affiliated to any University and offering Diploma, Post Diploma, Post Graduate Certificate, Post Graduate Diploma Course(s) in Management, Computer Applications & Travel and Tourism, the Council shall appoint an Ombudsperson for redressal of grievances of students.
- (v) The Ombudsperson shall be a Retired District Judge or a retired Vice Chancellor or Professor (who has worked as Dean/HOD and 10 years' experience as Professor at State/Central Universities/Institution of eminence).
- (vi) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his tenure as Ombudsperson, be in a conflict of interest with the Institution where his/her personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the Institution.
- (vii) The Ombudsperson shall be appointed for a period of three years or until he or she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term for the same State or region, as the case may be.
- (viii) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the Council, and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.


- (ix) The State Government, in the case of an Ombudsperson of a State, and the Council (for Council appointed Ombudsperson), may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour as defined under these Regulations.
- (x) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person not below the rank of judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

All AICTE approved Technical Colleges/Institutes has already been requested to constitute Student Grievance Redressal Committee (SGRC) in their respective College/Institute as per AICTE (Redressal of Grievance of Students) Regulations, 2019 (copy of letter dated 02.12.2019 is enclosed), and further to hear and decide the appeals of student(s) against the decision(s) of the Student Grievance Redressal Committee (SGRC), each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson as per University Grants Commission (Redress of Grievances of Students) Regulations, 2019. University Grants Commission has already been requested in this regard (copy of letter dated 07.12.2019 is enclosed).

In view of above, all affiliating University, Technical University, Private University, Deemed to be University is hereby requested to appoint OMBUDSPERSON in their respective university for redressal of grievance of students and inform the AICTE.

This may kindly be treated as **Most Urgent**.

Yours faithfully,


3.12.20

Member Secretary, AICTE

To

All AICTE approved Institutions affiliating University,
Technical University, Private University,
Deemed to be University etc.

Copy to:

**The Secretary,
University Grants Commission,
Bahadur Shah Zafar Marg,
New Delhi - 110 002.**

KURUKSHETRA UNIVERSITY KURUKSHETRA
(Established by the State Legislature Act XII of 1956)
(A+ Grade, NAAC Accredited)



Ph. No. : 01744 – 239744
PBX : 01744 – 238410
Ext. : 3020
No.CG-II/2020/_____
Dated:_____

E-Mail
Regd.

DEAN OF COLLEGES

To

The Principal/Director of all the
Technical Colleges/Institutes affiliated to
Kurukshetra University,
Kurukshetra.

Subject: Regarding constitution of Student Grievance Redressal Committee(SGRC) in
Technical Colleges/Institutes and appointment of Ombudsperson for resolving
grievance of students of AICTE approved technical institutions.

Sir/Madam,

It is to inform you that all the Technical Colleges/Institutes are required to
constitute 'Student Grievance Redressal Committee (SGRC) in their respective college/institute to
implement the provisions under AICTE (Redressal of Grievance of Students) regulations, 2019 for
resolving grievance of students of AICTE approved technical institutions.

Accordingly, you are requested to take immediate necessary action to constitute
'Student Grievance Redressal Committee (SGRC)' in your respected College/Institute. Further, to
hear and decide the appeals of student(s) against the decision(s) of the Student Grievance
Redressal Committee (SGRC), the Kurukshetra University, Kurukshetra has appointed Dean
Students' Welfare, K.U.Kurukshetra as the 'OMBUDSPERSON'

All the AICTE approved institutions shall furnish, prominently, on their website
and in their prospects, all relevant information in respect of the Student Grievance Redressal
Committee(s) coming in its purview and the Ombudsperson for the purpose of appeals.

This may kindly be treated as **Most Urgent**.

Yours sincerely,

Assistant Registrar(Colleges)
for Dean of Colleges

D.A.: As above

Endst.No.CG-II/2020/ 34364 Dated : 27/10/2020

Copy forwarded to the following for information

- (1) The Chairman, All India Council for Technical Education, Nelson Mandela Marg, Vasant
Kunj, New Delhi-110070
- (2) The Director General Technical Education Department, Haryana, Bays No. 7-12, Sector-4
,Panchkula.
- (3) The Regional Officer, All India Council for Technical Education, Plot No. 1A, 5th Floor,
DTE(Pb.) Building, Dakshin Mark, Sector 36-A, Chandigarh-160 036
- (4) The Controller of Exam.-I,KUK
- (5) The Controller of Exam.-II,KUK
- (6) The Director, IT, Cell, K.U.Kurukshetra

*We should
inform all
state univ.
to follow this
DD (PGRC)
Adv (AB)*

4/4/20





प्रो.राजीव कुमार
सदस्य सचिव
Prof. Rajive Kumar
Member Secretary



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Ministry of Human Resource Development, Govt. of India
Nelson Mandela Marg, Vasant Kunj, New Delhi-11006
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F.No. : 1-101/PGRC/AICTE/Regulation/2019

Dated: /11/2019

Subject: Request to adhere/implement the provisions prescribed under All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019-reg.


Dear Sir/Madam,

In supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation, 2012 dated 25th May, 2012, AICTE has been framed All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 which is published in official Gazette of India on 19.11.2019. The said Regulations are available on AICTE web portal. These Regulations are aimed at addressing and effectively resolving grievances of students of AICTE approved Technical Institutions.

2. These Regulations shall apply to all Technical Institutions recognised or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.

3. In view of the above, all AICTE approved institutions are hereby requested to adhere/implement the provisions prescribed under these Regulations.

Yours faithfully,


(Prof. Rajive Kumar)
Member Secretary

The Principals/Directors,
AICTE Approved Institutions

Copy to:

The Regional Officers, AICTE



प्रो. राजीव कुमार
सदस्य सचिव

Prof. Rajive Kumar
Member Secretary



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F.No. : 1-101/PGRC/AICTE/Regulation/2019

Dated: /12/2019

Subject: Appointment of Ombudsperson in r/o of affiliating University, Technical University, Private University, Deemed to be University -reg.

Dear Sir,

In supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation, 2012 dated 25th May, 2012, AICTE has framed All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 which is published in official Gazette of India on 19.11.2019. A copy of the same is enclosed.

2. As per these Regulations, all aggrieved students are required to approach Student Grievance Redressal Committee (SGRC) appointed by the concerned Institution for redressal of their grievances. **In case they are not satisfied with the decision of the SGRC, they may approach to the OMBUDSPERSON to be appointed under these Regulations.**

3. It is stated that UGC has already published their University Grants Commission (Redress of Grievances of Students) Regulations, 2019 dated 06.05.2019. Under clause 6 of UGC Regulations, the appointment, tenure, removal and conditions of services of **OMBUDSPERSON** are specified and as per clause 6(i) each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redress of Grievances of Students) Regulations, 2019.

4. In view of the above, it is requested to provide the information regarding Ombudsperson appointed by the universities under UGC (Redress of Grievances of Students) Regulations, 2019.

Yours faithfully,

(Prof. Rajive Kumar)
Member Secretary

The Secretary,
University Grants Commission,
Bahadur Shah Zafar Marg,
New Delhi - 110 002.

Copy to:

All Regional Officers, AICTE