

Norms on grievances redress for panel at colleges, ombudsperson at universities

EXPRESS NEWS SERVICE
@ Coimbatore

ALL India Council for Technical Education (AICTE) prepared a draft regulation on the redressal of grievance of students to mandate colleges to constitute student grievance redressal committee and universities to appoint an ombudsperson for the speedy redressal of grievances.

The draft regulation AICTE (Redressal of Grievance of Students) Regulations, 2019 says that all AICTE approved institution has to constitute student grievance redressal committee consisting principals, three senior members of teaching faculty, a representative from students. The committee has to send its report with a recommendation within 15 days from the date of receipt of the complaint.

Similarly, each affiliating university has to appoint an ombudsperson. In the case of institutions offering diploma courses, State Directorate of Technical Education should appoint the ombudsperson.

Ombudsperson can be a retired district judge or retired V-C or a professor, who has worked as a dean or HOD with ten years of experience as a professor. He/she has to make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student.

The regulation also makes it mandatory for the institutions to publish prospectus sixty days before the commencement of admission.

The prospectus should contain information, including, a



list of programmes offered, the number of seats approved, condition of education qualification and eligibility, the process of selection, details of teaching faculty with their educational qualification, physical and academic infrastructure and other facilities.

It should also contain rules for the imposition of any fine (minimum and maximum), components of fee, deposits and percentage of tuition fee re-

15 days

from the date of receipt of the complaint, the committee has to send its report with a recommendation. Ombudsperson has to make all efforts to resolve the grievances within a period of 30 days of receiving the appeal

GRIEVANCES COVERED UNDER THE DRAFT REGULATION

Admission is contrary to merit determined in admission policy or irregularity in the process.

Violation of reservation of seats to a different category of students

Non-publication of the prospectus

Withholding or refusal to return, any document deposited by a student.

The demand for money in excess and delay or denial of the refund of fees

Non-payment or delay in payment of scholarships

Delay in the conduct of examinations, or declaration of results and non-transparent or unfair practices adopted for the evaluation

Failure by the institution to provide student amenities and denial of quality education.

Complaints of alleged discrimination of students from SC, ST, OBC, Women and Minority

Harassment or victimization of students

Who can be Ombudsperson?

Ombudsperson can be a retired district judge or retired V-C or a professor, who has worked as a dean or HOD with ten years of experience as a professor.

EXPRESS ILLUSTRATION

fundable. Each institution, within a period of three months, has an online portal where any aggrieved student may submit an application seeking redressal of grievance.

Non-compliance of the recommendation of ombudsperson or students grievance redressal committee could lead to penal action from AICTE including withdrawal of approval granted to the technical institution, the draft regulation warned.

AICTE member secretary Alok Prakash Mittal in a letter on Monday has sought feedback and comments on draft regulation before August 20.

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