

AICTE Circular (Attn: Director/Principal)

Online Grievance Redressal System <director.gr.mechanism@gmail.com>

Tue 4/2/2019 10:45 AM

1 attachments (1 MB)

AICTE Circular .pdf;

K- Gov.
3/4/19

Sub: Installation of Online Grievance Redressal Mechanism**(To establish a mechanism for online registration as well as disposal of grievances of students/faculty/stakeholders etc. - regarding)**

विषय : ऑनलाइन परिवेदना निवारण कि स्थापना ।

(एक माध्यम की संस्थापना जिसके द्वारा छात्रों / शिक्षकों / हितधारकों आदि की परिवेदनाओं का ऑनलाइन पंजीकरण तथा निपटान किया जा सके ।)

E. No.: 1-101/DPG/AICTE/Regulation/2017This email is regarding the new AICTE (All India Council for Technical Education) regulation to install **an online system for the registration and disposal of grievances** in your institution.

ये ईमेल AICTE के नये नियम को लेकर है, जिसने एक ऑनलाइन व्यवस्था को अनिवार्य बना दिया है, जो आपके संस्था के शिकायतों/ परिवेदनाओं की पंजीकरण और निपटान करेगा।

If you aren't aware of this directive, we want you to inform that AICTE has made it mandatory for all its affiliated institutions to establish an online grievance redressal system for the timely redressal of grievances.

अगर आप इस नियम से अवगत न हो, तो हम आपको सूचित करना चाहते हैं कि, AICTE ने ये अनिवार्य बना दिया है कि उनसे सम्बद्ध सारे संस्थाओं में एक ऑनलाइन परिवेदना निवारण व्यवस्था हो जो समय से शिकायतों / परिवेदनाओं का निपटान करेगा ।

According to the directive, an online monthly status report regarding the number of the grievances received, disposed off and pending should be informed to AICTE. Besides, the effectiveness of the online grievance redressal system will be a factor at the time of granting of the annual approval to an institution by the AICTE.

AICTE के निर्देश के अनुसार, एक मासिक स्थिति रिपोर्ट AICTE को सूचित करना है, जिसमें ये बताना है की कितनी शिकायतें मिली हैं, कितनी शिकायतों का निपटान किया गया है, और कितनों का हल अपूर्ण रह गया है, और ये ही नहीं, AICTE द्वारा संस्थाओं को वार्षिक अनुमोदन देने के अवसर में भी ऑनलाइन मासिक स्थिति रिपोर्ट कि प्रभाविता एक अनिवार्य घटक है।

Contact the below listed companies to find the best proposal for the **Online Grievance Redressal System** you want to install in your institution.

3/4/19

ऑनलाइन परिवेदना निवारण प्रणाली में सबसे अच्छा प्रस्ताव प्राप्त करने के लिये नीचे सूचीबद्ध किये गये कंपनियों से संपर्क करें -

1. Oréll Software Solutions Pvt Ltd -- +91 9387414000 OR +91 9388892000

Website : www.edugrievance.com

E-Mail : edugrievance@orell.com

2. Zybros EduSystems -- +91 9388277700

Website : www.zybro.com/online-grievance-redressal-system.php

E-Mail : info@zybro.com

3. Wilkinz Global Solutions -- +91 9633780686

Website : www.wilkinz.com

E-Mail : wilkinz@gmail.com

Please find the AICTE circular attached for your kind review...

Thanking you,

Yours Truly

Director - GRS Implementation

Wilkinz Global Solution



प्रो. अनिल डी. सहस्रबुद्धे,
अध्यक्ष
Prof. Anil D. Sahasrabudhe,
Chairman



सत्यमेव जयते

अखिल भारतीय तकनीकी शिक्षा परिषद्
(भारत सरकार का एक सांविधिक निकाय)
(मानव संसाधन विकास मंत्रालय, भारत सरकार)
नेल्सन मंडेला मार्ग, वसंत कुंज, नई दिल्ली-110067
दूरभाष : 011-26131498

ईमेल : chairman@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 : 011-26131498
E-mail : chairman@aicte-india.org

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

Date: 20th February, 2017

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

Sir,

The Ministry of Human Resource Development (MHRD), Government of India has emphasized that there is a need of structured mechanism for online registration as well as disposal of the grievances of students/faculty/stakeholders in every Institution approved by AICTE.


In view of the above, all the Institutions are requested to urgently put in place an online mechanism, if not presently existing, for registering and disposing of grievances. Once this mechanism is established, the following outcomes are desired to be fulfilled:

- 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 requested to take necessary steps on the matter and submit an Action Taken Report in this regard at the earliest.

Yours faithfully,


(Prof. Anil Sahasrabudhe)

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

Copy for information:

1. Sh. S.S. Sandhu, Joint Secretary (PG), Ministry of Human Resource Development (MHRD), Shastri Bhawan, New Delhi- 110115.
2. Sh. R. Srinivasan, Director, Technical Section-II, MHRD, Govt. of India, Department of Higher Education, Shastri Bhawan, New Delhi- 110 115.
3. Director (e-Governance)/AICTE