GURUNANAK INSTITUTE OF TECHNOLOGY

Approved by A.I.C.T.E., New Delhi
Affiliated to MAKAUT, West Bengal

GNIT

Supporting Document

Policy of Grievance Redressal Committee

GuruNanak Institute of Technology
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Approved by BOG
Date 07/12/2019
Under Agenda No. 9

Ref. Number	Compiled & checked by: Registrar	Approved by: Principal
GNIT/PRIN/IQAC/2019/122 9/12/2019	Sig..... Date 09/12/2019	Sig..... Date 09/12/2019

Guru Nanak Institute of Technology SODEPUR Panihati, Kol-114

REGISTRAR (Acting)
GURUNANAK INSTITUTE OF TECHNOLOGY
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Principal
Guru Nanak Institute of Technology

POLICY OF GRIEVANCE REDRESSAL COMMITTEE

The function of the committee is to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the Chairperson of the committee. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Cell.

As per the Regulations, 2012 F. No. 37-3/Lega112012, of ALL INDIA COUNCIL FOR TECHNICAL EDUCATION NOTIFICATION, the Grievance Redressal Committee of Guru Nanak institute of technology established in the year of 2014 in order to ensure transparency by Technical institutions imparting technical education, in admissions and with Paramount Objective of preventing unfair practices and to provide a mechanism to innocent students for redressal of their grievances. In exercise of the power conferred under Clause 1 of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), the All India Council for Technical Education makes the following Regulations, namely:

1. 'Grievances' may include the following namely –

(i) making admission contrary to merit determined in accordance with the declared admission policy of the institute;

(ii) irregularity in the admission process adopted by the institute;

(iii) refusing admission in accordance with the declared admission policy of the institute;

(iv) withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission

in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue;

(v) demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;

(vi) breach of the policy for reservation in admission as may be applicable;

(vii) complaints of alleged discrimination by students from Scheduled Caste, Scheduled Tribes, OBC, women, minority or disabled categories;

(viii) non-payment or delay in payment of scholarships to any students that such institution is committed, under the conditions imposed by AICTE, or by any other authority;

(ix) delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;

(x) on provision of student amenities as may have been promised or required to be provided by the institution;

(xi) denial of quality education as promised at the time of admission or required to be provided;

(xii) non transparent or unfair evaluation practices;

(xiii) harassment and victimization of students including sexual harassment; and

(xiv) refund of fees on withdrawal of admissions as per AICTE instructions from time to time.

2. 'Grievance Redressal Committee' means a Committee constituted under these Regulations;

3. GNIT for the purposes of these Regulations, shall appoint an "Ombudsman" means such Ombudsman appointed under sub-clause (1) of clause (3) of these Regulations; 20,C7 ad/12-3

4. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES UNDER REDRESSAL MECHANISM:

i) GNIT shall appoint an Ombudsman for redressal of grievances of students under these regulations.

ii) The Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a Retired Professor who has at least 10 years' experience.

iii) The Ombudsman shall not, at the time of appointment, during one year before appointment, or in the course of his tenure as ombudsman, be in a conflict of interest with the university where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the university.

iv) The Ombudsman, or any member of his immediate family shall not:

a) hold or have held at any point in the past, any post, employment in office of profit in the University, b) have any significant relationship including personal, family, professional or financial, with the university,

c) hold any university position, called by whatever name, under the administration or governance structure of the university.

v) The Ombudsman in a State Technical University shall be appointed by the University on a part time basis from a panel of three names suggested by the search committee consisting of the following members:

a) Nominee of the Governor of concerned State – Chairman

b) Two Vice Chancellors by rotation from Public Universities of the State concerned

c) One Vice Chancellor by rotation from Private Universities of the State concerned

d) Secretary (Higher Technical Education) of the State concerned- Convenor

vi) The Ombudsman in a Central Technical University shall be appointed by the Central Technical University concerned on a part time basis from a panel of three names suggested by the consisting of the following members:

a) Chairman AICTE Chairman

b) One Vice Chancellor from Central Technical Universities by rotation

c) Joint Secretary Higher Technical Education, MHRD, Government of India

d) Member Secretary AICTE Convenor

vii) The Ombudsman shall be a part time officer appointed for a period of three years or till 70 years of age whichever is earlier from the date he resumes the office and may be reappointed for another one term in the same university.

viii) Ombudsman shall be paid a consolidated fee of Rs. 3000 to 5000 per hearing, in addition to the conveyance

ix) The Ombudsman may be removed on charges of proven misconduct or misbehaviour by the concerned appointing authority

x) Provided that no order of removal shall be passed except after an inquiry made in this regard by a person not below the rank of High Court Judge in which such Ombudsman has been informed of the charges against him and given a reasonable opportunity of being heard in respect of those charges.

5. POWERS AND FUNCTIONS OF OMBUDSMAN:

(1) The Ombudsman shall exercise its powers to hear any grievance:

(i) of any student against the university or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and (H) of any applicant for admission as student to such institution.

(2) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.

(3) The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Caste, Scheduled Tribe, Socially and economically backward classes (SEBC) minority or disabled category, as amicus curiae, for hearing complaints of alleged discrimination.

6. PROCEDURE IN REDRESSAL OF GRIEVANCES:

(1) Each Technical institution shall establish a registry, headed by an employee of the institute of appropriate rank as the Ombudsman may decide, where an aggrieved student or person may make an applicant seeking redressal of grievance.

(2) The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the institution.

(3) On receipt of an application by the registry, the employee-in-charge shall inform the Ombudsman and shall immediately provide a copy to the institution for furnishing its reply within seven days.

(4) The Ombudsman shall fix a date for hearing the complaint which shall be communicated to the institute and the aggrieved person either in writing or electronically, as may be feasible.

(5) An aggrieved person may appear either in person or represented by such person as may be authorized to present his case.

(6) The Ombudsman shall be guided by principles of natural justice while hearing the grievance.

(7) The Ombudsman shall ensure disposal of every application within one month of receipt for speedy redress of grievance.

(8) The Technical institution shall be expected to co-operate with the Ombudsman in redress of grievances and failure to do so may be reported by the Ombudsman to AICTE.

(9) On the conclusion of proceedings, the Ombudsman shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.

(10) Every order under clause, under the signature of the Ombudsman, shall be provided to the aggrieved person and the institution and shall be placed on the website of the Technical institution.
(11) The Technical institution shall comply with the order of the Ombudsman.

(12) Any order of the Ombudsman not complied with by the institution shall be reported to the AICTE for appropriate action as deemed fit by the Council.

(13) A complaint shall be filed by the aggrieved student, his / her parent or with a special permission from the ombudsman, by any other person.

(14) In case of any false/frivolous complaint, the ombudsman may order appropriate action against the complainant.

(15) The principles and procedures outlined above shall apply to the working of the Grievance Redressal Committee in the Institute except (a) in case of lack of unanimity, the Grievance Committee shall take decisions by majority; (b) the Grievance Committee shall communicate its decisions within ten days of receipt of complaint. The University and the Technical Institution concerned shall provide detailed information regarding provisions of grievance redressal mechanism, ombudsman and the duties and rights of students in their prospectus prominently.