

Sr. No. :

Date :

O. R. No. :

DATE: 06-12-2021

Office Order

Ref.: 1-101/DPG/AICTE/ombudsman/2012, Dated 09th July, 2012
2- AICTE/PG/2012/20/SRO/06/1503, Dated 25th May, 2012

Sub.: Formation of grievance redressal committee of the institute and appointment of ombudsman at institute level.

As per the AICTE notification.F.No.37-3/Legal/2012 dated 25/5/2012, Grievance Redressal Committee is constituted in the institute for the purpose of redressal of grievances of the students, parents and other. The committee members are as follows.

Sr. No.	Name of the member	Designation	Position in committee	Contact No.
01	Dr. Gopal R Kulkarni	Principal	Chairman	9714540222
02	Mr. Ketankumar K Modi	Asst. Prof	Member	9723706169
03	Mr. Amrutbhai M Patel	Asst. Prof	Member	9723706163
04	Mr. Hardikkumar J Patel	Asst. Prof	Member	9737310000
05	Mr. Ketankumar G Patel	Asst. Prof	Member	9723706181
06	Mr. Dhruvit V Darji	Asst. Prof	Member secretary	9974807444

Mr. Dr. Gopal R Kulkarni, Principal will also act as "ombudsman" of the institute.



Principal
Merchant Engineering College,
Basna

Copy to:

- Hon. Chairman / Hon. Secretary
- Notice Board
- The website of college
- Personal concerned.

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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 application 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 (5), 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 Technical 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.