

**T A Pai Management Institute, Manipal**

**NOTIFICATION No. TAPMI/ AICTE/GRC/1/2012 dated 15<sup>th</sup> Oct, 2012**

The All India Council of Technical Education (AICTE) under clause 1 of Section 23 of the AICTE Act, 1987 (vide notification F.No. 37-3/Legal/2012 dated 25.05.2012) has advised the approved Institutions to establish a Grievance Redressal Committee. Accordingly, the following Grievance Procedure is stipulated.

**Registry for the purpose of Grievance Procedure:**

The Senior Faculty of the Institute shall hold charge as the Registry.

**Scope of the Grievance Redressal Committee:**

The Grievance Redressal Committee shall look into the complaints of the aggrieved students in respect of admissions and admission related matters, policy issues relating to conduct of examinations, evaluation process, and student amenities. The committee shall also look into grievances on sexual harassment.

**Procedure in Redressal of Grievances:**

The aggrieved students, their parents and others shall submit in writing (in duplicate) the grievance to the Registry during the period of student's study in the Institute and the Registry will acknowledge the receipt by returning the duplicate copy duly signed with date and Institute seal. The grievance submitted by the parent and others without the consent of the ward/student is not acceptable by the Registry.

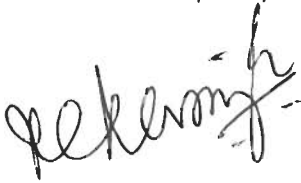
Further, the Registry will put up the Grievance before the Grievance Redressal Committee and provide a copy to the Ombudsman for information. The Grievance Redressal Committee shall hold a hearing on a day/date fixed in consultation with the Ombudsman, by summoning the parties concerned. The hearing shall be held duly observing the principles of natural justice and the Grievance Committee shall ensure quick disposal of every application normally within ten days of receipt of the complaint.



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On conclusion of the findings, the Grievance Redressal Committee shall pass a written order which shall be binding on the parties. In case of lack of unanimity within the Grievance Redressal Committee; the decision shall be taken by majority.

In case, the aggrieved students, their parents and others are not satisfied with the decision of the Grievance Redressal Committee, they may send their appeals to the Ombudsman directly. The Ombudsman shall exercise the powers to hear those grievances and ensure its disposal within one month of the receipt. On conclusion of the proceedings, the Ombudsman shall pass such order with reasons as may be deemed fit to redress the grievance and provide such relief as may be desirable to the effected party.



(R.C.NATARAJAN)  
Director