

**GOVERNMENT OF INDIA
MINISTRY OF HUMAN RESOURCE DEVELOPMENT
DEPARTMENT OF HIGHER EDUCATION**

**LOK SABHA
UNSTARRED QUESTION NO. 2409
TO BE ANSWERED ON 31.07.2017**

Online Grievance Redressal

2409. SHRI R. PARTHIPAN:

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

- (a) whether the Government is planning to introduce online complaints redressal system for engineering colleges;
- (b) if so, the details thereof;
- (c) whether joining the system is considered mandatory and if so, the details thereof; and
- (d) whether the new system would enable faculty members and other stakeholders to submit their grievances and if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT

(DR. MAHENDRA NATH PANDEY)

(a) & (b): Yes, Madam. The All India Council for Technical Education Council for Technical Education (AICTE) vide letter no. 1-101/DPG/AICTE/Regulation/2017 dated 20.02.2017 has issued instructions to all the AICTE approved institutes to establish a mechanism for online registration as well as disposal of grievances of students/faculty/stakeholders etc. As per these instructions, an online monthly status report regarding number of grievances received, disposed-off and pending as on the last day of the previous month should be informed to AICTE. The performance of the institutions regarding grievance redressal mechanism will also be taken into account at the time of the renewal of the approval each year.

(c) & (d): Yes, Madam. The mechanism for an online registration as well as disposal of grievances will be made mandatory from the next academic session. The system would enable faculty members and other stakeholders to submit their grievances.
