

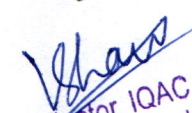
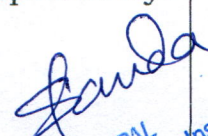


**DR. SUDHIR CHANDRA SUR INSTITUTE OF
TECHNOLOGY AND SPORTS COMPLEX**



Grievance Redressal Policy (W.E.F 05/07/2021)

Revised and Approved by BOG
Dated on 03/07/2021
Under Agenda No. 12

Ref. No: DSCSITSC/POLI/2021-22/15 Issue No- 3	Compiled & Checked By:  (IQAC Coordinator) Dr. Sudhir Chandra Sur Institute of Technology and Sports Complex 540, Dum Dum Road, Kolkata - 700074	Approved By:  (Principal) Dr. Sudhir Chandra Sur Institute of Technology & Sports Complex 540, Dum Dum Rd. Kolkata-74
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Grievance Redressal Policy

The Grievance Redressal Committee's role is to investigate complaints made by any student and determine their validity. The Grievance Redressal Committee has the authority to investigate harassment-related issues. Anyone with a legitimate complaint may speak with the department members directly or in cooperation with the committee chair. Grievances may be sent in writing to the Grievance Cell's letterbox or suggestion box in the Administrative Block if the person is unwilling to attend in person. The Convener of Grievance Cell can also receive grievances via email.

The Dr. Sudhir Chandra Sur Institute of Technology & Sports Complex Grievance Redressal Committee was established in 2014 in accordance with Regulations, 2012 F. No. 37-3/Lega112012, of ALL INDIA COUNCIL FOR TECHNICAL EDUCATION NOTIFICATION in order to ensure transparency by Technical institutions providing technical education, in admissions, and with the primary objective of preventing unfair practices and to provide a mechanism to innocent students for redressal of The All India Council for Technical Education, acting under the authority granted by Clause 1 of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), sets the following regulations:

1. "Grievances" may include the following, namely:

(i) granting admission based on factors other than merit as determined by the institute's stated admission policy.

(ii) withholding or refusing to return any certificate of degree, diploma, or other award or other document deposited with it by a person for the purpose of seeking admission in such institution with the intention of inducing or compelling such person to pay any fee or fees in respect of any course or program.

(iii) irregularity in the admission process adopted by the institute.

(iv) refusing admission in accordance with the institute's declared admission policy; and (iv) any of the aforementioned.

(v) a violation of the reservation in admission policy, as may be applicable.

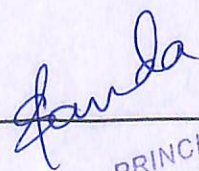
(vi) a demand for payment more than that which is authorized by the competent authorities or indicated in the institution's proclaimed admission policy.

(vii) complaints of alleged discrimination made by students belonging to the Scheduled Caste, Scheduled Tribes, OBC, female, minority, or disabled categories.

(viii) non-payment or delay in payment of scholarships to any students to whom 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; and

(x) on provision of student amenities as may have been necessary.



PRINCIPAL
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2. "Grievance Redressal Committee" refers to a committee established in accordance with these Regulations.

3. For the purposes of these Regulations, DSCSITSC shall designate a "Ombudsman" as defined in subclause (1) of clause 3 of these Regulations; 20, C7 ad/12-3.

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

i) Under these regulations, DSCSITSC shall select an Ombudsman to address student issues.

ii) The Ombudsman must be a retired professor with at least ten years' worth of expertise or a former judge with at least the level of district judge.

iii) The Ombudsman shall not have a conflict of interest with the university at the time of appointment, during the year prior to appointment, or during his tenure as ombudsman, in which his personal relationship, professional affiliation, or financial interest may compromise or logically appear to compromise the independence of judgment toward the university.

iv) The Ombudsman and any member of his immediate family are not permitted to:

a) hold or have held in the past any office of profit within the University.

b) have any substantial tie with the university, whether it be financial, familial, professional, or personal.

c) hold any post inside the institution that falls under its administrative or governing framework, regardless of its name.

v) The University shall appoint the Ombudsman at a State Technical University on a part-time basis from a panel of three names recommended by the search committee, which consists of the following members:

a) Governor of the relevant State's nominee as chairman.

b) Rotating appointments of two vice chancellors from the state's public universities.

c) One vice chancellor, chosen at random from the state's private universities; d) secretary for higher technical education, convenor.

vi) The Central Technical University in question should designate the Ombudsman in a Central Technical University on a part-time basis from a panel of three names proposed by the following members:

a) Chairman of the AICTE

b) Rotating one vice chancellor among Central Technical Universities

c) Member Secretary AICTE Convenor

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

vii) The Ombudsman shall be a part-time employee appointed for a term of three years, or until he reaches the age of 70, whichever comes first, from the date he resumes the position. He may be reappointed for an additional term at the same university.



viii) In addition to the conveyance, the Ombudsman will get a combined fee of Rs. 3000 to 5000 per hearing.

ix) The Ombudsman may be removed on charges of proven misbehavior or misbehavior by the concerned appointing authority x) Provided, however, 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, during which the Ombudsman has been made aware of the charges against him and has been afforded a reasonable opportunity to be heard in regard to those charges.

5. POWERS AND FUNCTIONS OF OMBUDSMAN:

The Ombudsman may use his or her authority to hear any complaints made by: (H) any applicant for admission as a student to such institution.

(1) any student who has a grievance against the university, institution affiliated with it, or an institute.

(2) The Ombudsman will not consider an application for reevaluation or commenting of answer sheets unless a significant irregularity that materially affects the result or a specific incidence of discrimination is mentioned.

(3) In order to consider complaints of alleged discrimination, the Ombudsman has the authority to enlist the help of any member of the Scheduled Caste, Scheduled Tribe, Socially and Economically Backward Classes (SEBC), minority, or disabled category as an amicus curiae.

6. PROCEDURE FOR GRIEVANCE REDRESSAL:

(1) Each Technical institution shall establish a registry, which shall be overseen by an employee of the institute of appropriate rank as the Ombudsman may choose, where an irate student or other person may apply for redress of grievance.

(2) The address of the registry so formed must be extensively publicized, including on the institution's website, notice board, and prospectus.

(3) After the register receives an application, the employee in charge must notify the Ombudsman and give a copy of the application to the institution right away so that it can respond within seven days.

(4) The Ombudsman must set a hearing date and notify the institute and the party who filed the complaint, as appropriate, in writing or electronically.

(5) The aggrieved party may appear in person or through a representative who has been given permission to speak on his behalf.

(6) When hearing the complaint, the Ombudsman must follow the rules of natural justice.

(7) For prompt resolution of complaints, the Ombudsman shall ensure that each application is resolved within a month of receipt.

(8) The Technical Institution is required to assist the Ombudsman in resolving complaints, and failure to do so may result in the Ombudsman reporting the Technical Institution to AICTE.

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(9) At the conclusion of the proceedings, the Ombudsman shall issue any order, with justification, that is deemed appropriate to address the complaint and offer the aggrieved person in question any relief that may be desirable.

(10) Every order made pursuant to clause, bearing the Ombudsman's signature, shall be given to the party who has been wronged and the institution, as well as being posted on the website of the Technical institution.

(11) The Technical institution must abide by the Ombudsman's directive.

(12) Any order of the Ombudsman that the institution fails to follow will be submitted to the AICTE for any appropriate action the Council deems necessary.

(13) The student who feels wronged, his or her parent, or any other person with the ombudsman's special approval, may register a complaint.

(14) The Ombudsman may impose appropriate sanctions on the complainant in the event of a false or frivolous complaint.

(15) The Grievance Redressal Committee at the Institute will operate according to the principles and procedures outlined above, with the exceptions that

(a) decisions will be made by the majority if there isn't unanimous agreement, and

(b) decisions will be communicated within ten days of the complaint's receipt.

The University and the Technical Institution in question must clearly display in their prospectus specific information on the provisions of the grievance redressal process, ombudsman, and the duties and rights of students.

Sudha



**DR. SUDHIR CHANDRA SUR DEGREE
ENGINEERING COLLEGE**



**Grievance Redressal
Policy
(W.E.F 04/07/2018)**

Revised and Approved by BOG
Dated on 03/07/2018
Under Agenda No. 18

<p>Ref. No: DSDEC/POLI/2018-19/15</p> <p>Issue No- 2</p>	<p>Compiled & Checked By:</p> <p><i>[Signature]</i> (IQAC Coordinator)</p>	<p>Approved By:</p> <p><i>[Signature]</i> (Principal)</p>
<p>Dr. Sudhir Chandra Sur Degree Engineering College 540, Dum Dum Road, Kolkata - 700074</p>		
<p>Dr. Sudhir Chandra Sur Degree Engineering College 540, Dum Dum Road, Surermath Kolkata - 74</p>		



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The Dr. Sudhir Chandra Sur Degree Engineering College Grievance Redressal Committee was established in 2014 in accordance with Regulations, 2012 F. No. 37-3/Lega112012, of ALL INDIA COUNCIL FOR TECHNICAL EDUCATION NOTIFICATION in order to ensure transparency by Technical institutions providing technical education, in admissions, and with the primary objective of preventing unfair practices and to provide a mechanism to innocent students for redressal of The All India Council for Technical Education, acting under the authority granted by Clause 1 of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), sets the following regulations:

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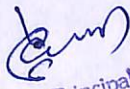
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2 of 4



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