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ACCREDITED BY NAAC



**JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD**  
(Established by Govt. Act No. 30 of 2008)  
Kukatpally, Hyderabad – 500 085, Telangana, India

**Cir.No. UAAC/Student Grievance Redressal Committee/2020**

**Date: 07-09-2020**

**CIRCULAR**

With reference to the notification issued by AICTE (Notification F.no.1-101/PGRC/AICTE/Regulation/2019, dated 13.08.2020 from Member Secretary, AICTE, New Delhi), all the affiliated Colleges are hereby directed to aim at addressing effectively in resolving all the grievances of students studying in your Colleges. The regulations pertaining to the same are published in the official Gazette of India of All India Council for Technical Education on 19.11.2019.

As per these Regulations, all aggrieved students are required to approach Student Grievance Redressal Committee (SGRC) appointed by the concerned Institutions for redressal of their grievances. In case they are not satisfied with the decision of the SGRC at institutional level, they may approach the **OMBUDSPERSON** (earlier called as **OMBUDSMAN**) appointed by the University.

In this connection, all the affiliated Colleges are hereby directed:

- 1) To strictly adhere to the AICTE regulations with regard to redressal of Grievance of Students from time to time through the College level Student Grievance Redressal Committee. If the Committee is not constituted in accordance with the AICTE regulations, it may be constituted immediately.
- 2) To display the details of the College level Student Grievance Redressal Committee in the College website and the Student Notice boards to create awareness among the students.
- 3) To display the details of the OMBUDSPERSON nominated by the University (including the photograph) in their respective College website and the Student Notice boards.

Further, if the Colleges fail to adhere to the above regulations, the University will initiate serious action as per norms and intimate the same to AICTE.

This is for your information and immediate action.

  
**REGISTRAR**

**Encl:** Notification from AICTE, New Delhi, dated 13.08.2020 & Details of University OMBUDSPERSON

To

**The Managements / Principals of all affiliated colleges of JNTUH.**

Copy to:

- 1) PA to Vice-Chancellor / Rector / Registrar, JNTUH for information.
- 2) The Director, SIT, with a request to display the details of the University OMBUDSPERSON in the University website.



प्रो.राजीव कुमार  
सदस्य सचिव

**Prof. Rajive Kumar**  
**Member Secretary**



सत्यमेव जयते

अखिल भारतीय तकनीकी शिक्षा परिषद्

(भारत सरकार का एक सांविधिक निकाय)

मानव संसाधन विकास मंत्रालय, भारत सरकार

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**ALL INDIA COUNCIL FOR TECHNICAL EDUCATION**

(A Statutory Body of the Govt. of India)

Ministry of Human Resource Development, Govt. of India

Nelson Mandela Marg, Vasant Kunj, New Delhi-110067

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E-mail: [ms@aicte-india.org](mailto:ms@aicte-india.org)

**NOTIFICATION**

F.no. 1-101/PGRC/AICTE/Regulation/2019

Date: 13.08.2020

The All India Council for Technical Education (AICTE) has notified All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019, which is published in Official Gazette of India on 19.11.2019. These regulations are aimed at addressing and effectively resolving grievance of students of AICTE approved technical institutions. All the AICTE approved Institutions have been advised to implement these Regulations in their institutions.

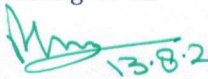
As per these Regulations, all aggrieved students are required to approach Student Grievance Redressal Committee (SGRC) appointed by the concerned Institutions for redressal of their grievances. In case they are not satisfied with the decision of the SGRC, they may approach to the OMBUDSPERSON to be appointed under these Regulations. Each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redressal of Grievances of Students) Regulations, 2019. For Institutions which are offering diploma level course(s) and are affiliated to Board of Technical Education (BTE), the concerned Directorate of Technical Education (DTE) shall appoint an Ombudsperson for redressal of grievances of students.

Under clause 6(iv) of these regulations, AICTE is required to appoint Ombudsperson for institutions which are not affiliated to any University and offering Diploma, Post Diploma, Post Graduate Certificate, Post Graduate Diploma Course(s) in Management, Computer Applications & Travel and Tourism.

In view of the above provisions in the Regulations, AICTE has appointed the Ombudsperson for the redressal of grievances of students of AICTE approved PGDM institutions as per details below.

Dr. Devi Singh  
Former Director, IIM, Lucknow  
C/o Public Grievance Redressal Cell  
All India Council for Technical Education  
Nelson Mandela Marg  
New Delhi – 110070  
E-mail: [pubgrv@aicte-india.org](mailto:pubgrv@aicte-india.org)

All AICTE approved institutions shall furnish, prominently, on its website and in its prospects, all relevant information in respect of the Student Grievance Redressal Committee(s) coming in its purview and the Ombudsperson for the purpose of appeals.

  
(Prof. Rajive Kumar)  
Member Secretary

To,  
The Director/ Principal  
All AICTE approved Institutions