

Guidelines for Student Grievance Redressal Mechanism and Escalation Matrix

In line with AICTE's *Student Grievance Redressal Regulations, 2019*, every grievance raised by a student shall be addressed in a fair, transparent, confidential and time-bound manner through the established grievance redressal mechanism [Ref.: APH 2024-27 Cl. No. 6.50 (C)]. The institution-level Student Grievance Redressal Committee (SGRC) shall examine grievances and provide their recommendations and/or closure of the grievances within the stipulated timeline.

All CIPET centres shall display/inform to the students about the said Grievance Redressal Mechanism and Escalation Matrix for the disposal of their grievances in time.

The grievances of the students may be addressed through the appropriate level of escalation matrix as mentioned below.

Level	Responsible Authority	Type of Grievances	Response Time	Mode of Submission
Level 1	Class Advisor / Course In-charge	Academic related issues	2 Working Days	Written Application / E-mail
	Hostel Warden / Administrative In-charge	Hostel & Administrative issues		
	Placement In-charge	Placement & Internship related issues		
	Accounts / Finance In-charge	Financial / Fees related issues		
Level 2	HOD's / Academic In-charge	Issues not resolved at Level 1 and other institutional issues	3 Working Days	Written Representation through concerned authority / E-mail
Level 3	Student Grievance Redressal Committee (SGRC) – Centre Level	Grievances not resolved at Levels 1 and 2 or complaints directly submitted to the SGRC	Within 15 Days for the date of receipt of the complaint (1)	Formal application addressed to the Chairperson, SGRC
Level 4	Student Grievance Redressal Committee (SGRC) – HO Level	Grievances not resolved at Level 3 complaints reviewed by		Appeal with supporting documents and previous decisions
Level 5	Ombudsperson (Final Appellate Authority)	Appeals against decisions of the SGRC and unresolved institutional grievances	Within 30 Days from the date of receipt of the appeal (2)	Appeal with SGRC decision, previous correspondence and supporting documents

1. As per APH 2024-27, Cl. No. 6.50(C)(ix)

2. As per APH 2024-27, Cl. No. 6.50(F)(iv)

All students are advised to adhere to the above Grievance Redressal Mechanism and Escalation Matrix to ensure effective, transparent and timely resolution of grievances.

1. Student Grievance Redressal Committee (SGRC) – Centre Level

A. Details of the Members – Officials

1. Head of the CIPET centre – Chairman
2. Academic In-Charge / Training In-Charge – Member Secretary
3. Head of Department (HoD) – Member
4. Three Senior Faculties as member*
5. Administrative In-charge – Member
6. Hostel Warden/(s) (Both Boys & Girls) – Member
7. All Class Advisor / Course In-charge – Member
8. Faculty/ officials nominated by the Chairperson, if any – Member

*** As per APH 2024-27, Cl. No. 6.50 C (iv).**

B. Details of the Members – Students

1. Class Representative/s
2. Student Representative – (Special Invitee)

Note: Student as a **Special Invitee** as per APH 2024-27, Cl. No. 6.50 C (V).

2. Student Grievance Redressal Committee (SGRC) – Head Office

Presiding Officer: Director (Academics / IQAC)

Sl. No.	Members
1	Official from (Per/Adm./HR), CIPET Head Office
2	Official from (Academics), CIPET Head Office
3	Centre Head of Concerned Centre
4	Training I/c or /Hostel I/c of concerned Centre (as per the issue)

3. Ombudsperson:

Any student aggrieved by the decision of the SGRC may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.