



PURNA CHANDRA INSTITUTE OF ENGINEERING & TECHNOLOGY

AT/P.O. : CHHENDIPADA, DIST. : ANGUL, PIN : 759124, ODISHA

E-mail : pci-et.cpd@gmail.com, pci-et_cpd@rediffmail.com, Website : www.pci-et.in

(Approved by A.I.C.T.E., New Delhi, Recognised by Govt. of Odisha & Affiliated to S.C.T.E. & V.T., Odisha)

Phone : 06761-252307, 252692

Mob. : 9438253319, 9438772261, 9438253318, 9938052112

No. : PCIET/ERT/2643/24

Date : 16/08/2024

CONSTITUTION OF E-GRIEVANCE REDRESSAL COMMITTEE

FOR THE SESSION 2024-25

In pursuance to the All India Council for Technical Education (Establishment of mechanism for Grievance Redressal) Regulations, 2012 published vide notification F.No-37-3/Legal/2012 dated 25.05.2012, in order to ensure transparency by Technical Institution imparting technical education, in admissions & with paramount objective of preventing unfair practices & to provide a mechanism to innocent students for redressal of their grievances and also as per the A.I.C.T.E. Regulation vide F. No. 01-101/DRG/AICTE/Regulation/2017 dated 20.02.2017 relating to establish a mechanism for online registration as well as disposal of grievances of students/faculties/stake holders in every A.I.C.T.E. approved institution, the E-Grievance system of P.C.I.E.T., Chhendipada, Dist.-Angul has been installed by Orell Software Solutions Pvt. Ltd. w.e.f. 13.08.2018 having its web portal : **pci-et.edugrievance.com** for the session 2018-19 and is renewed for the session 2024-25 with the following members on dt. 16.08.2024.

- | | | |
|----|---|--------|
| 1) | Er. Lambodar Pradhan
Secretary, PCIET | Admin |
| 2) | Er. Hermanta Kumar Pradhan
Principal, PCIET | Admin |
| 3) | Dr. Basanta Kumar Sahoo
Director, PCIET | Member |
| 4) | Mr. Aswini Kumar Pradhan
Lect. in Comp. Sci. & Engg. | Member |
| 5) | Er. Subhashree Pradhan
H.O.D., Elect. | Member |

Lambodar Pradhan
16/08/24

Hermanta Kumar Pradhan
16/08/2024

Basanta Kumar Sahoo
16/08/24

Aswini Kumar Pradhan

Subhashree Pradhan



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6)	Er. Babita Sahu H.O.D., Civil	Member	Babita Sahu.
7)	Er. Gouri Sankar Pradhan Lect. in Mech.	Member	Gourisankar Pradhan.
8)	Er. Taranisen Mohanty H.O.D., Mech.	Member	Taranisen Mohanty,
9)	Mr. Kshira Mohan Behera H.O.D., Math. & Sc.	Member	Kshira Mohan Behera
10)	Er. Dillip Kumar Dehury H.O.D., Mining	Member	Dillip Kumar Dehury

(I) GRIEVANCES MAY INCLUDE THE FOLLOWING COMPLAINTS OF THE AGGRIEVED STUDENTS NAMELY :-

- (i) Making admission contrary to merit determined in accordance with the declared admission policy of the institute.
- (ii) Irregularity in the admission process adopted by the institute.
- (iii) Refusing admission in accordance with the declared admission policy of the institute.
- (iv) Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue.
- (v) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
- (vi) Breach of the policy for reservation in admission as may be applicable.
- (vii) Complaints of alleged discrimination by students from Scheduled Caste, Scheduled Tribes, OBC, women, minority or disabled categories.
- (viii) Non payment or delay in payment of scholarships to any students that 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.



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- (x) On provision of student amenities as may have been promised or required to be provided by the institution.
- (xi) Denial of quality education as promised at the time of admission or required to be provided.
- (xii) Non transparent or unfair evaluation practices.
- (xiii) Harassment and victimization of students including sexual harassment and
- (xiv) Refund of fees on withdrawal of admissions per AICTE instructions from time to time.

(II) PROCEDURE IN REDRESSAL OF GRIEVANCES :

1. Each Technical institution shall establish a registry, headed by an employee of the institute of appropriate rank as the Ombudsman may decide, where an aggrieved student or person may make an applicant seeking redressal of grievance.
2. The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the institution.
3. On receipt of an application by the registry, the employee-in-charge shall inform the Ombudsman and shall immediately provide a copy to the institution for furnishing its reply within seven days.
4. The Ombudsman shall fix a date for hearing the complaint which shall be communication to the institute and the aggrieved person either in writing or electronically to the institute and the aggrieved person either in writing or electronically, as may be feasible.
5. An aggrieved person may appear either in person or represented by such person as may be authorized to present his case.
6. The ombudsman shall be guided by principles of natural justice while hearing the grievance.
7. The Ombudsman shall ensure disposal of every application within one month of receipt for speedy redress of grievance.
8. The Technical Institution shall be expected to co-operate with the ombudsman in redress of grievances and failure to do so may be reported by the ombudsman to AICTE.
9. On the conclusion of proceedings, the ombudsman shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
10. Every order under clause(9), under the signature of the ombudsman, shall be provided to the aggrieved person and the institution and shall be placed on the website of the Technical institution.



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11. The Technical institution shall comply with the order of the ombudsman.
12. Any order of the ombudsman not complied with by the institution shall be reported to the AICTE for appropriate action as deemed fit by the Council.
13. A complaint shall be filed by the aggrieved student, his/her parent or with a special permission from the ombudsman, by any other person.
14. In case of any false/frivolous complaint, the ombudsman may order appropriate action against the complainant.
15. The principles and procedures outlined above shall apply to the working of the Grievance Redressal Committee in the Technical Institute except
 - (a) In case of lack of unanimity, the Grievance Committee shall take decisions by majority.
 - (b) The Grievance Committee shall communicate its decisions within ten days of receipt of complaint.

M. P. Das
16/08/2024

PRINCIPAL
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Angul.
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Purna Chandra Institute of
Engineering & Technology
CHHENDIPADA, ANGUL



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No. :

Date :

Memo No. *PCIET/EST/2644/24*

Dt. *16/08/2024*

Copy submitted to the Regional Officer, A.I.C.T.E. (E.R.O.), College of Leather Technology Campus, Block-LB, Sector-III, Salt Lake City, Kolkata – 700091 for kind information & necessary action.

P. D. Das
16/08/2024

PRINCIPAL
P.C.I.E.T., Chhendipada
Angul.

PRINCIPAL
Purna Chandra Institute of
Engineering & Technology
CHHENDIPADA, ANGUL

Memo No. *PCIET/EST/2645/24*

Dt. *16/08/2024*

Copy to Office Notice Board/ Hostel Notice Board / All Departments / Concerned Members / Office for information & necessary action.

P. D. Das
16/08/2024

PRINCIPAL
P.C.I.E.T., Chhendipada
Angul.

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