Aggrieved student: means a student who has any complaint in the matters concerned with the grievances defined under these regulations and includes a person seeking admission to any institution of higher education.

College: means any institution, whether known as such or by any name, which provides for a course of study for obtaining any qualifications from a university and which, in accordance with the rules and regulations of such university, is recognized as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification.

Grievances include the following complaints of the aggrieved students:

1. Admission policy:

a. Making admission contrary to the merit determined in accordance with the declared admission policy of the institute

b. Irregularity in the admission policy adopted by the institute

c. Refusing admission in accordance with the declared admission policy of the institute

2. Prospectus:

a. Non publication of the prospectus, as specified

b. Publishing any information in the prospectus, which is false or misleading, and not based on facts

3. Certificate denial:

Withhold or refusal 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 to any course or program of study which such person does not intend to pursue

4. Fees related:

Demand of money in excess of that specified in the declared admission policy or approved by the component authority to be charged by such institution

5. Reservation:

Breach of the policy for reservation in admission as may be applicable

6. Discrimination of students:

Complaints, of alleged discrimination of students, from the scheduled castes, the scheduled tribes, other backward classes, women, minority or disabled categories

7. Scholarships:

Nonpayment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by university grants commission, or by any other authority

8. Examination & Results:

Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar

9. Student amenities:

On provision of student amenities as may have been promised or required to be specified to be provided by the institution

10. Quality education:

Denial of quality education as promised at the time of admission or required to be provided

11. Evaluation process:

Non transparent or unfair evaluation practices

12. Sexual harassment:

Harassment and victimization of students, including sexual harassment

GRIEVANCE PROCEDURE AT ANIDS

1. The grievance form is available at the ANIDS office. Handwritten grievances can be submitted by dropping them into the grievance box.

2. Complaints can be submitted in writing or electronically.

3. The aggrieved person has the option to appear in person to discuss their grievance.

4. If grievances from other committees remain unresolved, they will be forwarded to the Grievance Redressal Committee.

5. The committee adheres to established principles and endeavors to resolve issues promptly within 15 days.

6. Copies of every order are provided to the aggrieved person.

FLOWCHART OF GRIEVANCE PROCEDURE AT ANIDS

