



Government of Gujarat

FEE REGULATORY COMMITTEE (TECHNICAL)

Constituted under Section 9(1) of the Gujarat Professional Technical Educational Colleges or Institutions (Regulation of Admission and Fixation of Fees) Act, 2007 (Gujarat Act No. 2 of 2008)

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No. FRC/Grievances Redressal Mechanism/2018/97

Date: 22/05/2018.

As per the authority conferred upon me by the Fee Regulatory Committee (Technical) wide its resolution dt.11th May, 2018, I am issuing the following Circular.

CIRCULAR :-

Grievances Redressal Mechanism

The Fee Regulatory Committee is constituted under section 9 of Gujarat Professional Technical Educational Colleges or Institutions (Regulation of Admission and Fixation of Fees) Act, 2007 for determination of fee structure for different professional educational colleges or institutions conducted on self-financed basis.

As per the provisions of the Act, the jurisdiction of the Committee is to entertain the complaint related to the capitation fee or the fees in excess of the fee determined by the Fee Regulatory Committee by any unaided professional educational college or institution.

The Committee has observed that on several occasions the complainants as well as various competent authorities refer the complaints to this committee though the same are not falling under the jurisdiction of the Committee.

In view of above and to streamline the grievance redressal system, the committee in its meeting dated 11th May, 2018, after detailed deliberation, has devised the following Grievances Redressal Mechanism depending upon the nature of the Complaint.

Sr. No.	Nature of the Complaint	Name of Authority for dealing the complaint
1.	Related to capitation fee or the fees in excess of the fee determined by the Fee Regulatory Committee	Fee Regulatory Committee (Technical)
2	Refund of the fees, Cancellation of Admission for current year of admission.	Respective Admission Committee
3	Refund of the fees, Cancellation of Admission for any previous year admission. Collection of amount under the head of Late fee.	GTU or respective University.
4	Demand or Collection of the fees from the detained student.	GTU or respective University.



5	Any complaints from the staff against management, Institute, University or against any other staff.	By respective competent authorities.
6	NRI- Refund of the fees, Cancellation of Admission for current year of admission.	Respective Admission Committee
7	NRI- Refund of the fees, Cancellation of Admission for any previous year admission.	State Government through DTE.

Moreover, the Committee shall take further action on the complaint only if the same is submitted on a stamp paper valued at Rs. 20/-duly notarized by a registered notary, accompanied with supporting documents, proofs and valid identity of the complainant.

All concerned are hereby requested to take note of the above grievance redressal mechanism for further necessary actions at their end.



[Handwritten Signature]
22/05/18
OFFICER ON SPECIAL DUTY

Copy to:-

- (1) The Principal Secretary, (Higher & Technical Education), Education Department, Block No.5, Sachivalaya, Gandhinagar.
- (2) The Director of Technical Education, Block No.2, 6th Floor, Karmayogi Bhavan, Sector 10-A, Gandhinagar.
- (3) Registrar, Gujarat Technological University, Ahmedabad.
- (4) Member Secretary, Admission Committee for Professional Courses, Ahmedabad.
- (5) Member Secretary, Admission Committee for Diploma Professional Courses, Ahmedabad.