

# ***Presidency School of Management & Computer Sciences***

Approved by A.I.C.T.E. (Affiliated to Osmania University) College Code : 1316  
(ESTD BY S.N.R.P. EDUCATIONAL SOCIETY)

H. No. 19-3-159, Falaknuma Bus Depot, Jahanuma, Hyderabad - 500 053. T.S.

Phone : 040-24473066 / 040-24473067

Ref.No: 1-782311/PSMC

Dated: 25-10-2024

## **ONLINE GRIEVANCE REDRESSAL MECHANISM**

in order to ensure transparency, imparting technical education, admissions and with paramount objective of preventing unfair practices and to provide a mechanism to innocent students for redressal of their grievances, we constituted GRIEVANCE REDRESSAL COMMITTEE as per the AICTE (Establishment of Mechanism for Grievance Redressal) Regulations, 2012 under Clause 1 of Section 23 of the AICTE Act, 1987 (52 of 1987) and vide Notification F.No. 37-3/Legal/2012, dated 25-02-2012.

As per the Clause 5 of the above Regulation made by the AICTE, a registry has been established to record the grievances of students, their parents and others and under which a staff member headed to receive the grievances of students, parents or others and send their representations to the Grievance Redressal Committee.

The detailed information regarding the constitution of Grievance Redressal Committee, of its members like names, addresses etc., have been put on all Notice Boards for wide publicity. The kind of grievances under AICTE (Establishment of Mechanism for Grievance Redressal) Regulations, 2012 have also been circulated among all students and also displayed on all Notice Boards.

## **GRIEVANCE REDRESSAL COMMITTEE MEMBERS**

Sl. No.	Name	Role	Present Designation / Occupation	Mobile Number	Email ID
1	Dr. Syed Valiullah Bakthiyari	Chairman	Principal	8686626964	politeplus@gmail.com
2	Dr. Durdana Begum	Member	Professor	995107555	Durdana123@gmail.com
3	Mrs. Syeda Rabab Mehdi Abedi	Member	Asst. Professor	9642075678	Rabab_mehdi@yahoo.com
4	Mr.Syed Ather Hasan	Member	Asst. Professor	9849269017	Atherhasan12@gmail.com
5	Mr. K.Mahadevan	Member	Non -Teach	9032152829	dev.karanam@gmail.com
6	Taha Mirza	Member	Student	9701476121	Mkbaig507@gmail.com
7	Salma Begum	Member	Student	7093627404	Salma0014Gmail.com
8	Atfiya Fatima	Member	Student	6304136233	atfiyahere@gmail.com



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## **Grievances under the Clause 1 of Section 23 of the All India Council for Technical Education**

The 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) Nonpayment 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;

(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 as per the AICTE instructions from time to time.

**If the students, parents and others are not satisfied with the decision of the members of Grievance Redressal Committee, the committee will send the appeals of the students, parents and others to the OMBUDSMAN which was appointed by the concerned University to hear those grievances and ensure its disposal within one month of the receipt for speedy redress of grievances.**

**The committee shall comply with the regulations of the AICTE being made from time to time.**

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