



Techno College of Engineering Agartala
A Degree Engg. College affiliated to Tripura University (A Central University),
Approved by AICTE, MHRD, Govt. of India
(Formerly Techno India Agartala)

Date: 11/04/2023

No. TCEA/Admn./SGRC/2023

CIRCULAR

Establishment of Online Grievances Redressal Mechanism

As per the AICTE regulations 2019 vide F. No. 1-101/PGRC/AICTE/ Regulation/2019 dated 07.11.2019 and the Governing Body (GB), PKIET constituted Student Grievance Redressal Committee with the objective of resolving the grievances of students and their parents. Provision has been made available in the Institute website, for registering the grievance through <https://tiaedu.org/index.php/online-grievance-redressal>. The students and their parents may henceforth approach the Grievance Redressal Committee and submit / register any grievance online, which will be accessed by the GRC headed by the principal, and appropriate action taken and the decision of the GRC will be intimated to the complainant. The grievances include

- Admission contrary to merit determined in accordance with the declared admission policy of the institution.
- Irregularity in the process under the declared admission policy of the institution.
- Refusal to admit in accordance with the declared admission policy of the institution.
- Non-publication of prospectus by the institution, in accordance with the provisions of these regulations.
- Demand of money in excess of that specified to be charged in the declared admission policy of the institution.
- Breach of the policy of reservation.
- Complaints of alleged discrimination (SC/ST, OBC, Women, minority or PH).
- Non-payment or delay in payment of scholarships to students.
- Delay in conduct of examinations or declaration of results.
- Withholding student amenities.
- Denial of quality education.
- Non transparent or unfair evaluation practices.
- Harassment and victimization of students including sexual harassment.
- Refund of fees on withdrawal of admissions, etc.

The Student Grievance Redressal Committee (GRC) comprises the following members:

Sl. No	Name and Address	Officiating as	Contact details
1	Dr. Dibakar Deb, Principal	Chairperson	+91 7005704686
2	Dr. Swapan Bhaumik, Professor, NIT Agartala	Ombudsperson	+91 7005032903
3	Dr. Arpan Laskar, Associate Prof., CE Dept., TCEA	Member	+91 7005353115
4	Dr. Debika Debnath, Associate Prof., EE Dept., TCEA	Member	+91 7005409319
5	Mr. Malay Ghata, Assitant Prof., ECE Dept., TCEA	Member	+91 9143047233
6	Miss. Pritha Sengupta, 3 rd year, B.Tech, CE	Student repetitive	+91 9366675567



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The member shall hold the office for a period of Two years. The GRC shall meet as and when requires and assess the merit of the complaint. The decision of the GRC will be intimated to the complainant through email / SMS / hosted in the website. In case of any false / frivolous complaint, the GRC will take appropriate action against the complainant.



Dr. Dibakar Deb
Dr. Dibakar Deb
Principal

Copy to:

1. All concern members
2. Wide publicity among students
3. College and department notice board
4. All the HOD's and staff members
5. IQAC Co-ordinator, TCEA
6. Mr. Sankha Subhra Debnath, Asst. Professor, CSE Dept., and web admin, TCEA – to circulate in TCEA website.

