



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 Technical/Grievance Redressal Mechanism/2024/145 Date:31/12/2024

In pursuance of the powers conferred upon the Officer on Special Duty by the Fee Regulatory Committee (Technical) vide its resolution dated 21-10-2024, This circular is issued.

CIRCULAR:

The Fee Regulatory Committee (Technical) will follow the grievance redressal mechanism as per the details given below from the date of issue of this circular. This circular supersedes the circular dated 22-05-2018 issued by the committee in relation to the captioned matter.

Grievance Redressal Mechanism

The Fee Regulatory Committee is constituted under section 9(1) of the Gujarat Professional Technical Educational Colleges or Institutions (Regulation of Admission and Fixation of Fees) Act, 2007 for determination of fee structure for the institutions offering professional technical programs on self-finance basis which are defined under section 2(k) of the said Act.

As per the provisions of the Act, the jurisdiction of the Committee is to resolve the grievances related to the capitation fee or the fees in excess of the fee determined by the Committee by any unaided professional educational college or institution. This does not include mess, hostel and transportation fee related grievances.

The Committee has observed that on several occasions, certain complainants are received from students or their parents or various competent authorities refer the complaints to this committee which are not falling under the jurisdiction of the Committee.

In view of above and to streamline the grievance redressal mechanism, the committee in its meeting dated 21st October, 2024, after detailed deliberation, has devised the following Grievance 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 structure determined by the Fee Regulatory Committee or collection of deposit of any nature.	Fee Regulatory Committee (Technical)
2	Demand of fee for entire duration of program at any stage after admission	Fee Regulatory Committee (Technical)



	against cancellation of admission from second year onwards.	
3	Refund of the admission fees, against cancellation of Admission for the first year of admission.	Respective Admission Committee
4	Refund of the admission fees, against cancellation of Admission for any other years after admission. Collection of amount under the head of Late fee.	GTU or respective University.
5	Demand or Collection of the fees from the detained student.	GTU or respective University.
6	Any complaints from the staff against management, Institute, University or against any other staff.	Respective competent authorities.
7	NRI- Refund of the admission fees, against cancellation of Admission for first year of admission.	Respective Admission Committee
8	NRI- Refund of the admission fees, against cancellation of Admission for any other year's admission.	State Government through Director/Commissioner Technical Education.

Moreover, the Committee shall take further action on the complaint only if the same is submitted with necessary documentary evidences as per the procedure described herewith.

Steps to register complaint through Grievance registration form

- Register your complaint through the following Grievance registration form and upload necessary documents in pdf format.

Link to Form: <https://forms.gle/DhGbsJSwKV095xjZ8>

Grievance redressal process

1. Complaint received from student/s will be placed before the committee in its subsequent meeting.
2. Based on the nature of complaint, committee may issue notice/ seek clarification from Institution against whom the complaint is filed.
3. After receiving response from Institute, committee may take appropriate steps to resolve the grievance.
4. Student/s and concern Institution (if required) will be informed regarding the progress of grievance redressal.


OFFICER ON SPECIAL DUTY

Copy respectfully submitted 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.

