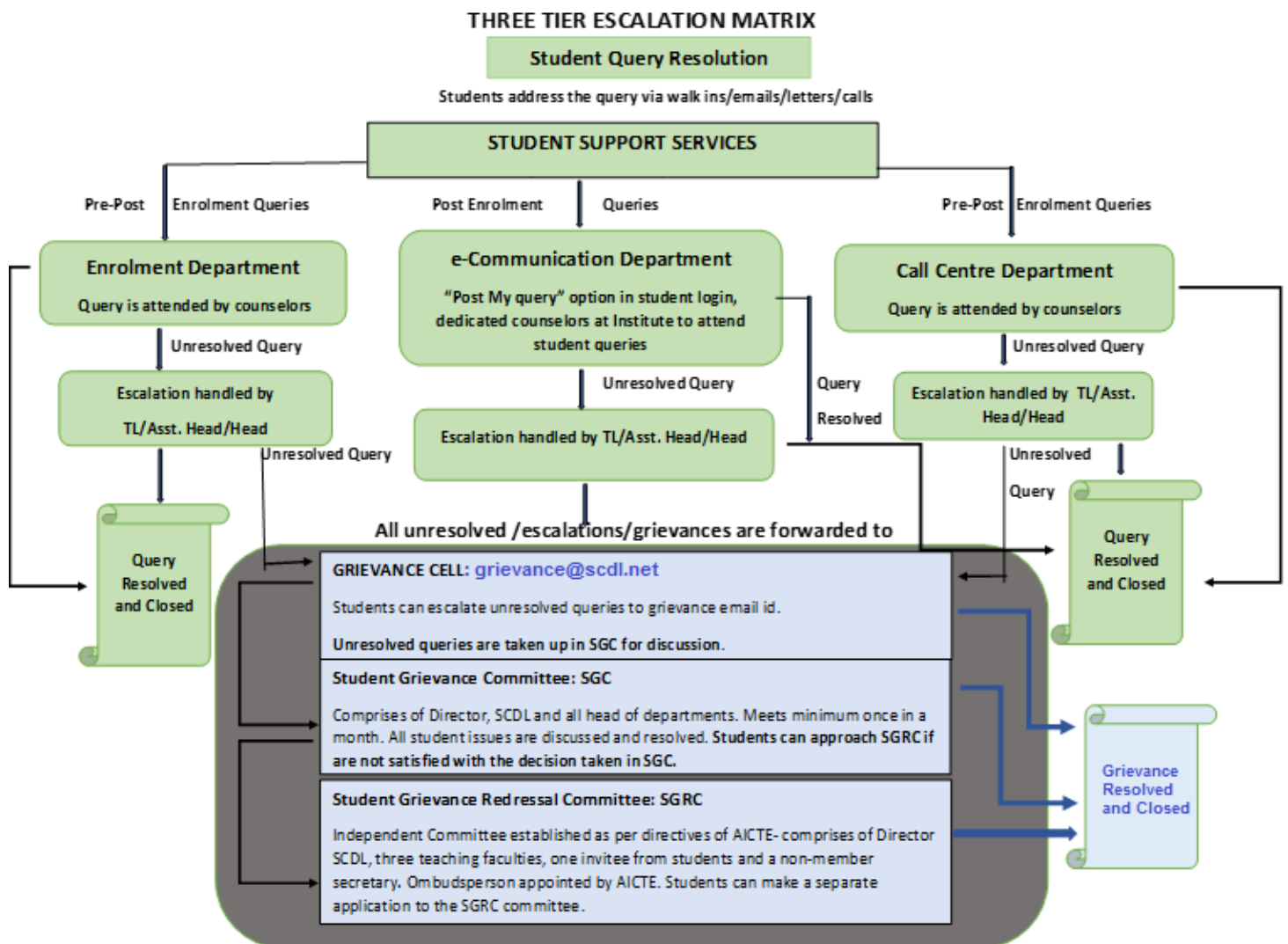


Student Grievance Redressal Mechanism

A Students Grievance Redressal Committee SGRC has been constituted in compliance with AICTE (Redressal of Grievance of Students) Regulations vide F. No. 1-101/PGRC/AICTE/Regulation /2019 dated 07.11.2019.

Symbiosis Centre for Distance Learning (SCDL) follows a 3-tier grievance redressal mechanism. Student can escalate any issue through 'Post my Query' option available in the student portal on SCDL's official email ID grievance@scdl.net. The Head of the Department-e-Communication handles the email id. SCDL has constituted an internal Committee namely Student Grievance Committee (SGC) comprising all Heads of Departments and chaired by the Director, SCDL. Any unresolved grievances of students at the level of HODs are escalated to the Student Grievance Committee.

The student can approach the Students Grievance Redressal Committee (SGRC) with any unresolved issues. The details of the same are available in the Student portal. The flowchart of the Student Grievance Redressal Mechanism is appended below:



ATCTE has appointed the Ombudsman for the Redressal of grievances of students.

Details of Ombudsman:

Dr. Devi Singh
 Former Director, IIM, Lucknow
 C/o Public Grievance Redressal Cell
 All India Council for Technical Education
 Nelson Mandela Marg
 New Delhi- 110070
 E-mail pubgrv@aicte-india.org