



NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL, BENGALURU

NOTIFICATION NO.: 5/2017

1st September 2017

Centralised Complaints Management Committee (CCMC) to deal with complaints pertaining to Assessment and Accreditation process of NAAC

As approved by the EC of NAAC in its 73rd meeting held on 12th July 2016, the following shall be the guidelines for handling complaints received by the NAAC.

Guidelines:

1. A Centralised Complaints Management Committee (CCMC) to receive Complaints, Suggestions and Grievances is formed in NAAC.
 2. The CCMC shall maintain a Register to record all the complaints received by NAAC and number them accordingly with all other details for maintaining administrative procedures.
 3. The CCMC shall meet at least once in a month. The CCMC may at its first meeting schedule the day and date for the CCMC meetings to take place on a regular basis (second Wednesday or the third Friday or Fourth Monday etc.). The Co-ordinator of CCMC may convene emergency meetings as and when required.
 4. The CCMC shall dispose off the complaints as early as possible and in any case not more than 30 days from the date of receipt of the complaint. If in a given case, the complaint could not be resolved within 30 days, the CCMC shall record the reasons thereof for the delay in the Register and may take more time for disposal.
 5. The CCMC shall look into each and every complaint in an objective and impartial manner and keep the objective of improving the system based on the lessons learned through this process.
 6. The CCMC shall also ensure that the complaint or the institution is not adversely affected based on the complaints filed by them.
 7. The CCMC shall classify all the complaints so received into the following three categories:
 - a) Anonymous Complaints;
 - b) Pseudonymous Complaints; and
 - c) Complaints with verified name, postal address including pin code, signature with id proof and address proof.
- a) **Anonymous Complaints** – When the CCMC is in receipt of a complaint without any name or signature, shall unanimously decide to simply file the complaint and no further action needs to be taken **in accordance with the CVC Circular No. 07/11/2014 dated 25th**

November 2014. However, the details of such anonymous complaints with the specific number assigned in the Register may be clearly recorded by the CCMC. The details of such complaints received in terms of the number of complaints received during one calendar year may be communicated to the CVO for incorporation the details in the Annual Report

- b) **Pseudonymous Complaints** – When the CCMC is in receipt of a complaint with some name or signature, but without any address for correspondence, shall unanimously decide to simply file the complaint and no further action needs to be taken **in accordance with the CVC Circular No. 07/11/2014 dated 25th November 2014.** However, the details of such Pseudonymous complaints with the specific number assigned in the Register may be clearly recorded by the CCMC. The CCMC may take note of the subject matter of the complaint for the purposes of streamlining the procedure or for taking some internal administrative decisions, if found relevant. The details of such complaints received in terms of the number of complaints received during one calendar year may be communicated to the CVO for incorporating the details in the Annual Report.
- c) **Complaints with verified name, postal address including pin code, signature with id proof and address proof** – When the CCMC is in receipt of a complaint with all the details, the CCMC may, based on the nature of the complaint being trivial, may respond to the complainant indicating the actions or decision taken in that regard.

If the complaint received is of serious nature, and further information or evidence is required, the CCMC may correspond with the complainant and seek additional information or evidence that may be required. In doing so the CCMC shall provide at least 15 days' time for the complainant to respond. Based on the additional information, if there is a prima facie case, the CCMC may recommend to the authority concerned for constitution an Enquiry Committee. The appointed Enquiry Committee may hear both the parties, the HEI, the Members of the Peer Team and recommend appropriate action to the authority concerned. The details of such complaints received in terms of the number of complaints received during one calendar year may be communicated to the CVO for incorporating the details in the Annual Report.

Sd/-
(D. P. Singh)
Director, NAAC