



NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL, BENGALURU

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

Guidelines for Stakeholders:

- Centralised Complaints Management Committee (CCMC) is to receive Complaints and Grievances on the HEIs which are in the process of Assessment and Accreditation till the results are declared and not related with internal matters related with institution.
 - The CCMC shall classify all the complaints so received into the following three categories:
 - a) Anonymous Complaints;
 - b) Pseudonymous Complaints; and
 - c) Regular Complaints- 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.
- 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.
- c) **Regular Complaints**-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.

Regular complaints will be segregated into 2 kinds:

1. Complaints pertaining to fake/manipulated documents submitted by HEI for the purpose of Assessment and Accreditation only.
2. Other complaints like internal matters of the institution / personal matters will not be entertained.
 - Once the grade is declared to the institution, the complaint will not be entertained for the respective institution.
 - The complainant should provide all the documentary evidences against the complaint made in his/her initial letter/email itself.
 - If the initial complaint does not have documentary evidences against complaint will not be entertained.
 - If an email is been forwarded from the complainant and if there is no exclusive body of the email on the complaint, will not be entertained.
 - If NAAC's email is in cc/bcc then such complaints will not be entertained.
 - If the complaint is against an institution which is not accredited by NAAC such complaint will also not be entertained.
 - After scrutiny of the complaint if any other documents are required, the same will be sought from the complainant. The complainant should respond and provide documents within stipulated timeline, failing which complaint stands closed.
 - The complainant and the HEI should be able to present their explanation physically in NAAC, Bengaluru office at their own cost, if required.

Note: Please note that NAAC is not an inspecting body. NAAC assess the institution based on seven criteria, who come forward for NAAC accreditation. NAAC does not enter into the regulatory domain of UGC or the affiliating University or the internal matters of the institution. Hence, complaints related with regulatory domain of UGC or the affiliating University or the internal matters of the institution, does not come under purview of CCMC.