



अभ्यासेन दक्षः

मानक संचालन प्रक्रिया STANDARD OPERATING PROCEDURE

शैक्षणिक शिकायत निवारण GRIEVANCES REDRESSAL OF ACADEMIC MATTERS

इंदिरा गांधी राष्ट्रीय उड़ान अकादमी (आईजीआरयूए), फुरसतगंज एयरफील्ड, अमेठी (उत्तर प्रदेश)

Indira Gandhi Rashtriya Uran Akademi (IGRUA), Fursatganj Airfield,
Amethi (Uttar Pradesh)

Effective Date: 24 Jan 2026
Version: 1/2026
Review Date: 23 Jan 2027

Approved By:

Air Commodore Vipul Singh AVSM VM (Retd)
Director, IGRUA

SOP FOR ACADEMIC GRIEVANCE REDRESSAL AT IGRUA

Reference: Director's Office Order No IGRUA:DO:2025-26:261 dated 23 Dec 2026

1. PURPOSE AND SCOPE

1.1 This policy establishes a transparent, fair, and time-bound mechanism for addressing academic grievances of cadets undergoing training at IGRUA.

1.2 This mechanism covers all academic matters pertaining to:

- (a) Ground training and theoretical instruction
- (b) Flying training and practical instruction
- (c) Simulator training
- (d) Examination and assessment procedures
- (e) Course progression and academic performance evaluation
- (f) Aircraft Maintenance Engineering (AME) training
- (g) Aviation English Language Proficiency (ELP) courses
- (h) Drone/RPAS training courses
- (i) Other approved courses conducted by IGRUA

1.3 This policy does not cover disciplinary matters, which are addressed through a separate Standard Operating Procedure.

2. DEFINITIONS

2.1 **Cadet**. Any student enrolled in any course at IGRUA, including CPL, AME, ELP, Drone Training, or other approved courses.

2.2 **Academic Grievance**. Any complaint or concern raised by a cadet regarding academic training, instruction, evaluation, or progression, excluding matters of discipline.

2.3 **Chief Ground Instructor (CGI)**. The officer who is Head of Ground Training Department of IGRUA and responsible for all ground training activities.

2.4 **Chief Flight Instructor (CFI)**. The officer responsible for all flying training activities.

2.5 **Course Coordinator**. The designated officer responsible for coordinating specific courses other than CPL courses, such as AME, ELP, or Drone Training.

2.6 **Squadron Commander**. The designated officer responsible for coordinating CPL courses.

2.6 **Grievance Redressal Committee (GRC)**. A committee constituted to address complex or unresolved academic grievances.

2.7 **Working Days**. As per IGRUA Office order, the days when IGRUA is operational, including Sundays, public holidays and any day of the year on which training activities are conducted.

3. CATEGORIES OF ACADEMIC GRIEVANCES

3.1 Ground Training Related

- (a) Quality or delivery of classroom instruction
- (b) Adequacy of study materials and resources
- (c) Access to library and online resources (Delta Net, etc.)
- (d) Syllabus coverage and teaching methodology
- (e) Conduct of internal assessments and examinations
- (f) Grading and evaluation concerns
- (g) Preparation for DGCA examinations

3.2 Flying Training Related.

- (a) Quality of flight instruction
- (b) Allocation and scheduling of flying hours
- (c) Progress checks and flying test assessments
- (d) Solo flight release procedures
- (e) Aircraft allocation and availability
- (f) Instructor-cadet compatibility issues
- (g) Flying safety concerns related to instruction
- (h) Pre-Flight Ground Training (PFGT) issues

3.3 Simulator Training Related.

- (a) Quality of simulator instruction
- (b) Simulator scheduling and availability
- (c) Simulator session evaluations
- (d) Technical issues affecting training quality

3.4 Examination and Assessment Related.

- (a) DGCA examination preparation support

- (b) Internal examination procedures
- (c) Mock test arrangements
- (d) Re-evaluation or rechecking of answer scripts
- (e) Student Pilot License (SPL) examination concerns
- (f) Flight Radio Telephony Operator's License (FRTOL) Exam issues
- (g) Rating and license test preparations

3.5 Course Progression Related

- (a) Academic performance feedback.
- (b) Progress monitoring and reporting.
- (c) Extension or delay in training completion.
- (d) Academic probation or performance improvement plans.
- (e) Course credit transfer or recognition.
- (f) B.Sc. (Aviation) degree programme related issues.

3.6 Resource and Facility Related

- (a) Adequacy of training aircraft.
- (b) Maintenance affecting training schedules.
- (c) Training aids and equipment.
- (d) Weather-related training disruptions.
- (e) Training at outstations (Gondia, etc.).
- (f) Hostel facilities affecting academic performance.

4. PRINCIPLES OF GRIEVANCE REDRESSAL

4.1 **Accessibility**. All cadets shall have unrestricted access to the grievance redressal mechanism.

4.2 **Confidentiality**. All grievances shall be handled with appropriate confidentiality, shared only on a need-to-know basis.

4.3 **Fairness**. All parties shall be given fair opportunity to present their case.

4.4 **Timeliness**. Grievances shall be addressed within specified timeframes.

4.5 **Non-Retaliation**. No cadet shall face adverse consequences for raising a genuine grievance.

4.6 **Natural Justice**. The principles of *audi alteram partem* (hear the other side) shall be followed.

4.7 **Documentation**. All proceedings shall be properly documented.

5. **GRIEVANCE REDRESSAL STRUCTURE**

5.1 **Level 1: Subject Instructor/Flight Instructor**. The immediate instructor concerned with the specific training area.

5.2 **Level 2: Chief Ground Instructor/Chief Flight Instructor/Course Coordinator**. The head of the respective training department.

5.3 **Level 3: Grievance Redressal Committee**. A committee for complex or unresolved matters.

5.4 **Level 4: Director**. The final appellate authority.

6. **PROCEDURE FOR FILING GRIEVANCES**

6.1 **Informal Resolution (Level 1)**

(a) **Step 1**: Cadets are encouraged to first discuss their academic concerns informally with the concerned instructor.

(b) **Step 2**: The instructor shall make reasonable efforts to address the concern within **3 working days**.

(c) **Step 3**: If resolved satisfactorily, no further action is required. The instructor may maintain a brief note for record purposes.

6.2 **Formal Grievance (Level 2)**. If the matter remains unresolved or if the cadet is uncomfortable approaching the instructor directly, the following procedure shall be followed:

(a) **Step 1 - Submission of Written Complaint**.

(i) The cadet shall submit a written complaint to the appropriate authority:

- For ground training: Chief Ground Instructor (CGI)
- For flying training: Chief Flight Instructor (CFI)
- For AME – Training Manager
- For ELP – Chief Ground Instructor (CGI)
- For Drone courses: Respective Course Coord

(ii) The complaint must be submitted within **15 working days** of the incident or issue becoming known to the cadet.

- (iii) The complaint must include:
- Cadet's name, batch, and contact details
 - Date and nature of the grievance
 - Details of persons involved (if applicable)
 - Specific concerns with supporting evidence
 - Previous informal resolution attempts (if any)
 - Desired resolution or outcome

(b) **Step 2 – Acknowledgement**. The receiving authority shall acknowledge receipt of the complaint within **2 working days** and assign a unique reference number.

(c) **Step 3 - In-Camera Meeting**.

(i) The CGI/CFI/Course Coordinator shall conduct an in-camera meeting with the cadet within **5 working days** of receiving the complaint.

(ii) For female cadets, a lady Cadet Captain (CC) or lady employee shall be present during the meeting.

(iii) The authority shall:

- Interview the cadet in detail
- Record the cadet's statement in writing
- Obtain the cadet's signature on each page of the statement
- Ask the cadet to specify desired resolution
- Determine if the matter requires confidential handling

(d) **Step 4 – Investigation**.

(i) If the matter is not confidential, the CGI/CFI/Course Coordinator/Squadron Commander may:

- Interview the concerned instructor(s)
- Convene meetings with relevant ground/flight instructors
- Review relevant records, assessments, or training logs
- Seek expert opinion if required

(ii) If the matter is confidential, it shall be immediately referred to the Director for guidance.

(iii) Investigation shall be completed within **7 working days**.

(d) **Step 5 – Resolution**.

(i) Based on findings, the CGI/CFI/Course Coordinator/ Squadron Commander shall:

- Propose a resolution
- Submit findings and recommendations to the Director
- Obtain specific written instructions from the Director

- The Director's decision shall be annotated on the document
- (ii) Resolution shall be finalised within **5 working days** of investigation completion.
- (e) **Step 6 – Communication.**
 - (i) The resolution shall be communicated to the cadet within **2 working days** of the Director's approval.
 - (ii) The cadet's response, particularly satisfaction with the resolution, shall be recorded in writing.
 - (iii) A copy of the complete file shall be maintained for record.

Timeline: Total process at Level 2 should not exceed **21 working days** from complaint submission.

6.3 **Appeal to Grievance Redressal Committee (Level 3)**

- (a) **When to Appeal:** A cadet may appeal to the GRC if:
 - The cadet is dissatisfied with the Level 2 resolution
 - The grievance involves multiple instructors or departments
 - The matter is complex and requires broader examination
 - The grievance relates to systemic academic issues
- (b) **Composition of GRC:**
 - Chief Instructor (Chairperson)
 - Chief Ground Instructor or Chief Flight Instructor (not involved in the case)
 - One Senior Instructor (Ground or Flight, as relevant)
 - One external aviation training expert (to be nominated by Director)
 - Student Counsellor (Member Secretary)

6.4 **Appeal Procedure:**

Step 1: The cadet shall submit a written appeal to the Member Secretary within **7 working days** of receiving Level 2 resolution.

Step 2: The Member Secretary shall acknowledge the appeal within **2 working days** and convene the GRC within **10 working days**.

Step 3: The GRC shall:

- Review all previous proceedings and documents
- Hear the cadet's case
- Hear the concerned instructor(s) and authorities
- Examine evidence and records
- Seek additional information if required

Step 4: The GRC shall submit its findings and recommendations to the Director within **15 working days** of the first meeting.

Step 5: The Director shall review and approve/modify the GRC recommendations within **5 working days**.

Step 6: The decision shall be communicated to the cadet within **2 working days**.

Timeline: Total GRC process should not exceed **35 working days** from appeal submission.

6.4 Final Appeal to Director (Level 4)

(a) **When to Appeal:**

- As a final recourse if the cadet remains dissatisfied with GRC decision
- Only on grounds of procedural irregularity or new evidence

(b) **Procedure:**

Step 1: The cadet shall submit a final written appeal to the Director within **7 working days** of receiving GRC decision, clearly stating grounds for appeal.

Step 2: The Director may:

- Review the entire case file personally
- Seek independent expert opinion
- Call for a meeting with all concerned parties
- Constitute a special review panel if deemed necessary

Step 3: The Director's decision shall be final and binding.

Step 4: The decision shall be communicated within **15 working days** of receiving the final appeal.

7. SPECIFIC GRIEVANCE PROCEDURES

7.1 Examination-Related Grievances

(a) **Re-evaluation/Rechecking Requests:**

- (i) Must be submitted within **5 working days** of result declaration
- (ii) Shall be processed by CGI with cross-verification by another senior instructor
- (iii) Result of re-evaluation within **10 working days**

(b) **DGCA Examination Support:**

- (i) Grievances regarding inadequate preparation support shall be addressed by CGI within **7 working days**
- (ii) May include additional mock tests, study material, or instructor support

7.2 Flying Training Specific Grievances

(a) Progress Check/Flying Test Concerns:

- (i) The cadet may request a review by CFI within **3 working days** of the check/test.
- (ii) CFI may arrange for a re-check by a different instructor if deemed appropriate.
- (iii) Decision within **10 working days**.

(b) Instructor Incompatibility:

- (i) Request for change of instructor shall be made to CFI in writing.
- (ii) CFI shall assess and decide within **7 working days**.
- (iii) Decision shall consider training continuity and availability.

(c) Flying Hour Allocation:

- (i) Grievances regarding insufficient flying hours or scheduling shall be addressed by CFI
- (ii) CFI shall review scheduling and provide explanation or revised plan within **5 working days**

7.3 Course-Specific Grievances

(a) B.Sc. (Aviation) Programme:

- (i) Academic issues related to university affiliation shall be forwarded to the concerned Course Coordinator.
- (ii) Coordination with Rajiv Gandhi National Aviation University or Ram Manohar Lohia Avadh University as applicable
- (iii) Resolution timeline: **21 working days**

(b) AME/ELP/Drone Training:

- (i) Grievances shall be addressed by respective Course Coordinators.
- (ii) Follow same procedural timelines as main CPL course.

- (iii) DGCA compliance matters shall be prioritized.

8. EMERGENCY ACADEMIC GRIEVANCES

8.1 Matters affecting immediate safety or critical training milestones (SPL exam, Solo release, Progress checks immediately preceding DGCA tests) shall be designated as emergency grievances.

8.2 Emergency grievances shall be brought to the attention of CFI/CGI within **24 hours**.

8.3 The concerned authority shall address the matter within **48 hours**.

8.4 If resolution is not possible within 48 hours, the matter shall be escalated to Director immediately.

9. RIGHTS AND RESPONSIBILITIES

9.1 Rights of Cadets

- (a) Right to raise genuine academic grievances without fear
- (b) Right to be heard fairly
- (c) Right to confidentiality where appropriate
- (d) Right to be informed of progress and outcomes
- (e) Right to appeal decisions through proper channels
- (f) Right to have a companion (fellow cadet) present during grievance meetings, if requested

9.2 Responsibilities of Cadets

- (a) Present grievances honestly and factually
- (b) Provide all relevant information and evidence
- (c) Cooperate with investigation procedures
- (d) Respect confidentiality of proceedings
- (e) Accept final decisions made through proper process
- (f) Not misuse the grievance mechanism for frivolous complaints

9.3 Responsibilities of Instructors and Authorities

- (a) Address grievances professionally and objectively
- (b) Maintain confidentiality

- (c) Complete investigations within stipulated timelines
- (d) Provide fair hearing to all parties
- (e) Document proceedings properly
- (f) Implement approved resolutions promptly
- (g) Not retaliate against cadets who raise grievances

10. RECORD KEEPING

10.1 All grievance files shall be maintained in a confidential manner by the Students Counsellor.

10.2 Files shall include:

- (a) Original complaint
- (b) All correspondence
- (c) Investigation notes
- (d) Meeting minutes
- (e) Statements recorded
- (f) Evidence submitted
- (g) Decisions and resolutions
- (h) Follow-up actions

10.3 Records shall be maintained for a period of **5 years** from date of resolution by the Students Counsellor.

10.4 The Students Counsellor shall maintain a central register of all academic grievances with:

- (a) Reference number
- (b) Date of complaint
- (c) Nature of grievance
- (d) Current status
- (e) Date of resolution
- (f) Outcome

11. MONITORING AND REVIEW

11.1 The Director shall review the functioning of the grievance redressal mechanism on a quarterly basis.

11.2 Statistics on grievances received, resolved, pending, and outcomes shall be compiled quarterly.

11.3 Systemic issues identified through grievances shall be addressed through policy or procedural changes.

11.4 This mechanism shall be reviewed annually and updated as necessary.

11.5 Feedback from cadets regarding the effectiveness of this mechanism shall be sought periodically.

12. COMMUNICATION AND AWARENESS

12.1 This policy shall be:

- (a) Displayed on IGRUA notice boards
- (b) Published on the IGRUA website
- (c) Included in cadet orientation programmes
- (d) Made available in the cadet handbook
- (e) Explained during induction training

12.2 Contact details of CGI, CFI, Course Coordinators, Squadron Commanders and GRC Member Secretary shall be prominently displayed and updated regularly.

12.3 Grievance submission formats shall be made available at the Students Counsellor office and on the IGRUA website.

13. FRIVOLOUS OR MALICIOUS COMPLAINTS

13.1 If a grievance is found to be deliberately false, frivolous, or malicious, it may be referred to the disciplinary committee.

13.2 However, a genuine grievance that is not upheld shall not be considered frivolous.

13.3 Decisions on whether a complaint is frivolous shall be made by the Director based on GRC recommendations.

14. EXCEPTIONS AND SPECIAL CIRCUMSTANCES

14.1 In cases where the grievance involves the CGI, CFI, Course Coordinator, or Squadron Commander the complaint shall be submitted directly to the Director.

14.2 The Director may modify timelines in exceptional circumstances, with reasons recorded in writing.

14.3 Force majeure events (natural disasters, pandemics, etc.) may necessitate extension of timelines, subject to Director's approval.

15. INTERFACE WITH EXTERNAL AUTHORITIES

15.1 Cadets retain their right to approach external forums (DGCA, Ministry of Civil Aviation, Courts, etc.) as per law.

15.2 However, cadets are encouraged to exhaust internal mechanisms before approaching external authorities. In case the cadets intend to take the matter to Court then the Jurisdiction will be restricted to Lucknow/Rae Bareilly/Amethi.

15.3 If a matter is under consideration by external authorities, internal proceedings may be kept in abeyance pending external decision, at the Director's discretion.

16. IMPLEMENTATION

16.1 This policy shall come into effect from the date of approval by the Director, IGRUA.

16.2 All existing grievances on the date of implementation shall be processed under this mechanism.

16.3 All concerned officials shall be given orientation on this policy within **30 days** of implementation.

17. AMENDMENTS

17.1 This policy may be amended by the Director with approval of the Governing Council.

17.2 Proposed amendments shall be circulated to all stakeholders for feedback before finalisation.

Approved by:

A handwritten signature in black ink, appearing to read 'Vipul Singh', is written over a horizontal line. There are some additional scribbles and a second horizontal line below the signature.

**Air Commodore Vipul Singh AVSM VM (Retd)
Director
Indira Gandhi Rashtriya Uran Akademi
Fursatganj Airfield, Raebareli, Uttar Pradesh**

Date: February 2026

GRIEVANCE SUBMISSION FORMAT

ACADEMIC GRIEVANCE COMPLAINT FORM

Reference Number: (To be filled by office) _____

Date of Submission: _____

CADET DETAILS:

- Name: _____
- Batch Number: _____
- Course: _____
- Contact Number: _____
- Email: _____

GRIEVANCE DETAILS:

1. Nature of Grievance (tick one):
 - Ground Training
 - Flying Training
 - Simulator Training
 - Examination/Assessment
 - Course Progression
 - Resources/Facilities
 - Other (specify): _____
2. Date of Incident/Issue: _____
3. Detailed Description of Grievance: (Attach additional sheets if necessary)
4. Persons Involved (if applicable):
5. Supporting Evidence (attach documents/records):
6. Previous Attempts at Resolution (if any):
7. Desired Resolution/Outcome:

8. Is confidential handling requested? Yes No

9. Declaration: I hereby declare that the information provided above is true and accurate to the best of my knowledge.

Date: _____

Signature of Cadet: _____

FOR OFFICIAL USE ONLY

Received by: _____

Date: _____

Acknowledged: _____