



MANSAROVAR DENTAL COLLEGE

Mansarovar Campus, Rani Avanti Bai Marg, Village- Hinotia Aalam,

Ward No. 84, Kolar Road, Bhopal (M.P) 462042

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5.1.5 Any other relevant information



MANSAROVAR DENTAL COLLEGE

Grievance Redressal Policy

Objective:

The aim and objective of the committee are to provide the students with an easy, prompt, and accessible mechanism for disposal of their college-related grievances.

Grievances that will be considered

1. Only college-related grievances of students will be considered.
2. The committee will consider only individual complaints of students and not collective complaints raised collectively by more than students.
3. The committee will not take grievances related to faculty or non-teaching staff.
4. The committee will not consider student grievances related to sexual harassment or related to ragging (taken care of by anti-ragging committee).


Grievances include the following complaints of the aggrieved students:

1. Admission policy:

Making admission contrary to the merit determined in accordance with the declared admission policy of the institute

- a. Irregularity in the admission policy adopted by the institute
- b. Refusing admission in accordance with the declared admission policy of the institute

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2. Prospectus:

- a. Non-publication of the prospectus, like specified
- b. Publishing any information in the prospectus, which is false or misleading, and not based on facts

3. Certificate denial:

Withhold or refusal to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect to any course or program of study which such person does not intend to pursue


4. Fees related:

Demand of money in excess of that specified in the declared admission policy or approved by the component authority to be charged by such institution

5. Reservation:

Breach of the policy for reservation in admission as may be applicable

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6. Discrimination of students:

Complaints, of alleged discrimination of students, from the scheduled castes, the scheduled tribes, other backward classes, women, minority or disabled categories

7. Scholarships:

Nonpayment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by university grants commission, or by any other authority

8. Examination & Results:

Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar


9. Student amenities:

On provision of student amenities as may have been promised or required to be specified to be provided by the institution

10. Quality education:

Denial of quality education as promised at the time of admission or required to be provided

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11. Evaluation process:

Non transparent or unfair evaluation practices

12. Sexual harassment:

Harassment and victimization of students, including sexual harassment

Different stages for Redressal of grievances are:

1. First stage (Teacher/Department level):

The aggrieved student represents his/her grievance either in person or in writing to the concerned teacher or HOD in the dept.

2. Second stage (Committee level):


If the student is not satisfied by the reply given by the teacher/HOD in the Dept., she may request the teacher/HOD in the Dept. to forward her grievance to the committee. The committee after due deliberations will give a written reply to the student.

3. Third stage (Principal)

If the student is not satisfied with the reply given by the Grievance Committee, then he/ she can represent the matter to the principal.

Please Note: The student can also directly approach either the grievance committee or principal without going through the teacher/HOD department.

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Procedure to be followed:

- The Grievance Committee will meet as and when required depending on grievances received. The Grievance Redressal Committee shall consider all relevant grievances submitted in writing.
- Minimum of 3 members out of 4 members of the Grievance Committee shall be present in a meeting.
- The members shall study the application and after looking into the relevant documents submit its recommendations and report to the principal as soon as possible within max 15 days of the date of application. In case of any difficulties, the Grievance Committee shall have a discussion with the principal before a decision is taken.
- The final settlement of any grievance shall be made within a reasonable period (normally not exceeding one month) by the principal after the recommendations are submitted to her by the Grievance Redressal Committee.
- If a member of the Grievance Committee has a connection with the grievance of the aggrieved individual, the concerned member of the Grievance Committee shall not participate in the deliberations regarding that individual's case.
- If the aggrieved person has a personal relationship with the member of the Grievance Committee, then he/she shall not participate in the deliberations as a member of the Committee when her representation is being considered.



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STUDENT GRIEVANCE FORM

Date:

Particulars of the student (To be filled by the student)


Name of student

Course Year

To be submitted by the student to the Chairman, Grievance Redressal Committee:

Type of complaint (Tick the appropriate option)	Provide specific details of complaint
<ol style="list-style-type: none">1. Adjustment of fees2. Hostel facilities3. Shortfall of attendance4. Evaluation of marks sheet5. Difficulty in comprehension of a topic/subject6. Inadequate/inappropriate teaching material/learning material7. Inequalities in assignment8. Scheduling of examinations9. Unacceptable faculty/staff conduct10. Ragging11. Incidence of sexual harassment12. Or any other complaints (specify)	

Signature of student


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To Be Filled-In By Office Of Grievance Redressal Committee

1. Date complaint received on:
2. Comments of chairman, Grievance Redressal Committee


Signature & Date

3. Date complaint forwarded to concerned faculty or officer:
4. Comments of Faculty/Officer:

Signature & Date

Details of counseling of student: (by Chairman/HOD/Faculty/Officer)

Signature & Date


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