



STUDENTS GRIEVANCE REDRESSAL COMMITTEE

STANDARD OPERATING PROCEDURE

Aim:

The function of the cell is to look into the complaints lodged by any student, and judge its merit thereby developing a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

Objectives:

The Students Grievance Redressal Committee is constituted for addressing the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-Faculty relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the common room in which the Students, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

Scope :

The cell will deal with Grievances received in writing from the students about any of the following matters:-

- Academic Matters: Related to the conduct of theory classes or practicals, timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Accommodation Matters: Related to hostel issues.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers or fellow students etc.

No.13-A, Pondy-Villupuram Main Road, Ariyur, Puducherry-605 102.

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PRINCIPAL
SRI VENKATESHWARAA DENTAL COLLEGE
ARIYUR, PUDUCHERRY - 605 102:



How to approach the cell:

- Anyone with a genuine grievance may approach the committee members in person, or in consultation with the officer in-charge Students' Grievance Cell.
- In case the student is unwilling to appear in self, grievances may be dropped in writing with their names at the letterbox/ suggestion box of the Grievance Cell at Administrative Block, entire procedure will be kept highly confidential.
- Grievances may also be sent through e-mail to the officer in-charge, Students' Grievance Redressal Committee: sgrc@svdcpondy.ac.in

Functions :

- The cases will be attended promptly on receipt of written grievances from the students
- The cell formally will review all cases and will act accordingly as per the Management policy
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
- Periodic meetings will be conducted and minutes will be submitted to the higher officials.

Exclusions

SGRC shall not entertain following issues.

1. Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by the college.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the competent authority on assessment and examination result.

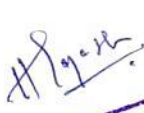

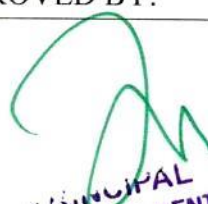



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STANDARD OPERATIVE PROCEDURE



PREPARED BY:	VERIFIED BY:	APPROVED BY:
 COMMITTEE MEMBER SECRETARY	 CO-ORDINATOR IQAC	 PRINCIPAL

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