



sri venkateshwaraa

Dental College

KNOWLEDGE IS POWER



(Recognized by Dental Council of India - Affiliated to Pondicherry University)

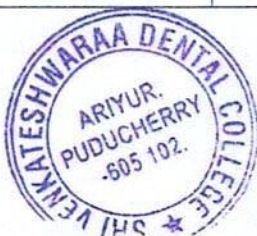
Students Grievance Redressal Committee

First reviewed:09.09.2021

Issue:01

Pages :1-3

Policy	The policy of the Students Grievance Redressal Committee is to look into the complaints lodged by any student, and judge its merit related to academic and administrative matters. The Grievance Redressal Committee is also empowered to look into matters of harassment.
Purpose	The Students Grievance Redressal Committee is constituted for addressing the problems reported by the Students of the College and to uphold the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-Faculty relationship etc.
Scope	This policy applies to grievances addressed by the students related to academic, administrative and personal issues.
Procedure	<p>Objectives:</p> <p>The Students Grievance Redressal Committee is constituted for addressing the problems reported by the Students of the College with the following objectives:</p> <ul style="list-style-type: none">• 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.



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

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

Tel : 0413-2644405 | Telefax : 0413-2644406 | E-mail : principal@svmcpondy.ac.in | Website : www.svdcpandy.ac.in



Jurisdiction of the Committee:

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.

Composition:

The composition of the Grievance Redressal committee is as under:

- Principal- Chairperson
- Chief Operating Officer – Member
- Vice Principal – Member
- Faculties of concerned committee – Member Secretary/ Member

The Committee is reconstituted once in two years.

The committee deals with all grievances related to academics and administration.

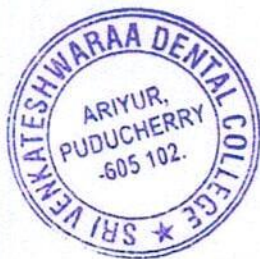
How to approach the cell:

- 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. The 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@svdcpndy.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. Minutes will be submitted to the higher officials.





sri venkateshwaraa

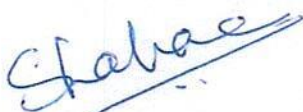
Dental College

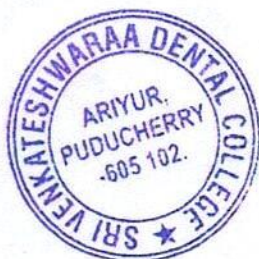
KNOWLEDGE IS POWER



(Recognized by Dental Council of India - Affiliated to Pondicherry University)

Reconstitution of committee	Once in two years
Custodian	SGRC - Member Secretary

Prepared by	Verified by	Approved by
 MEMBER SECRETARY 	 IQAC COORDINATOR 	 PRINCIPAL 



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

Tel : 0413-2644405 | Telefax : 0413-2644406 | E-mail : principal@svmcpondy.ac.in | Website : www.svdcpondy.ac.in