



SRI AUROBINDO

COLLEGE OF DENTISTRY, INDORE



STUDENT GRIEVANCE & REDRESSAL CELL

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“STANDARD OPERATING PROCEDURES”

FOR

STUDENT GREIVANCE & REDRESSAL

COMMITTEE

OF

SRI AUROBINDO COLLEGE OF DENTISTRY,

INDORE

[Signature]
Principal,
Sri Aurobindo College of Dentistry
INDORE (M. P.)

STANDARD OPERATING PROCEDURES

OBJECTIVES

The objective of the Students Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institution as well as campuses.

Students Grievance Redressal Cell has been constituted for the redressal of the problems reported by the students of the institutions with the following objectives -

1. Upholding the dignity of the Institution by ensuring strife free atmosphere in the Institution through promoting cordial student-student relationship and student teacher relationship etc.
2. To support, those students who have been deprived of the services for which He/She is entitled.
3. To make teaching and supporting staff responsive, accountable, courteous in dealing with the students.
4. To ensure effective solution to the student grievances with an impartial and fair approach.
5. Encouraging the student to express their grievance/problems freely and frankly without any fear of being victimized.
6. Advising the students to respect the right of dignity of one another and show restraint and patience whenever any occasion arises.
7. Advising all staff to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.
8. Advising all the students to refrain from inciting students against other students, teachers and institute administration.
9. To ensure effective solution to the students grievances with an impartial and fair approach.

THE EXECUTIVE COMMITTEE

The Executive Committee consists of -

1. Principal of the college – Chairperson;
 2. Three senior members of the teaching faculty to be nominated by the Principal
– Members
 3. A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- The term of the members and the special invitee shall be two years.
 - The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.

FUNCTIONS OF THE COMMITTEE

1. The grievances are attended promptly on receipt in written format from the students.
2. The committee formally reviews all grievances and acts accordingly as per the UGC Guidelines.
3. The committee submitted a report to the Principal about the grievances attended to and the number of pending grievances, if any, which require direction and guidance from the higher authorities/Principal.

MECHANISM FOR RECEIVING STUDENT'S GRIEVANCES & REDRESSAL OF STUDENT'S GRIEVANCES

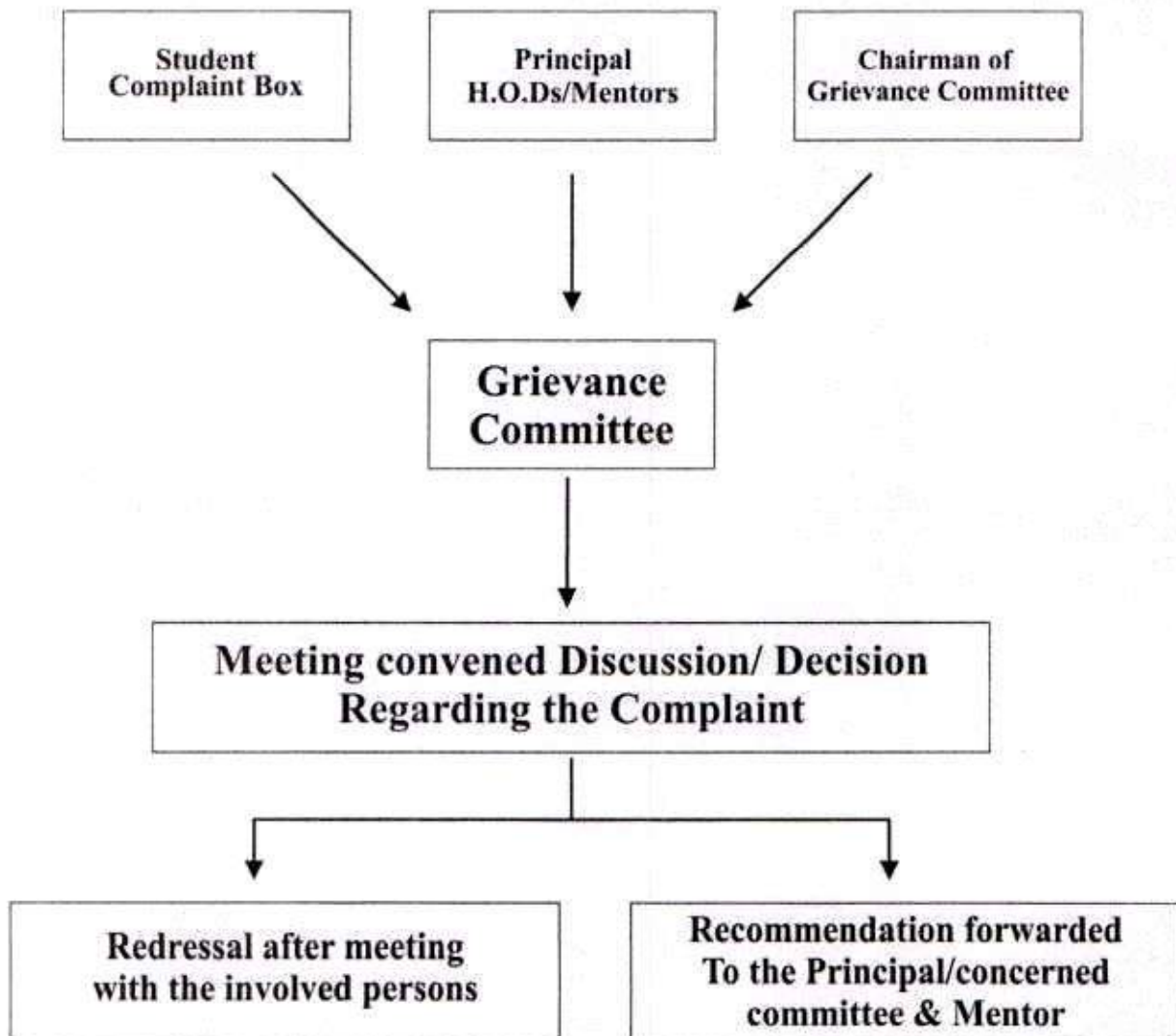
It's our endeavor to make all efforts to ensure transparency in all the activities of students. Grievance Committee has been constituted to protect the human right which is essential for all-round development of an individual's personality.

Institute has decided to provide a mechanism for Redressal of student's grievances as per UGC Guidelines as under-

The Grievances may broadly include the following complaints of the aggrieved students-

- **Academic**- related to admission, tuition fees, examination, results, discrimination of students, posting, attendance, stipend, patient's quota, etc.
- **Non-Academic**- related to Harassment by a colleague or the faculty/non-teaching staff, hostel issues, mess problems or any other personal problems.
 - The function of the committee is to look into the complaints lodged by any student and find out the solution to the problem. Anyone with a genuine grievance may approach the committee members, member secretary or directly to the chairperson of the committee. In case if a student is unwilling to appear in self, grievances may be dropped in writing in the suggestion/complaint box at the Administrative Block of the college.
 - Minor complaints are solved by the faculties or mentors at the departmental level for the smooth functioning of the college, but the major complaints which need attention at a higher level are only referred to the grievance committee. The Grievance Committee convenes periodic meetings and takes steps to redress the grievances of students related to academics/non-academics.
 - The meeting of this committee to be conducted as and when required. All grievances related to students are forwarded to this committee for further necessary action. A report of the committee is submitted to the Principal's office accordingly.

Workflow Diagram of the Student Grievance & Redressal Committee



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Principal,
Sri Aurobindo College of Dentistry,
INDORE (M. P.)