

## GRIEVANCE REDRESSAL POLICY

### VISHNU DENTAL COLLEGE



**Aggrieved student:** means a student who has any complaint in the matters concerned with the grievances defined under these regulations and includes a person seeking admission to any institution of higher education.

**College:** means any institution, whether known as such or by any name, which provides for a course of study for obtaining any qualifications from a university and which, in accordance with the rules and regulations of such university, is recognized as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification.

**Grievances include the following complaints of the aggrieved students:**

**1. Admission policy:**

- a. Making admission contrary to the merit determined in accordance with the declared admission policy of the institute
- b. Irregularity in the admission policy adopted by the institute
- c. Refusing admission in accordance with the declared admission policy of the institute

**2. Prospectus:**

- a. Non publication of the prospectus, as 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

**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

**11. Evaluation process:**

Non transparent or unfair evaluation practices

**12. Sexual harassment:**

Harassment and victimization of students, including sexual harassment

**GRIEVANCE REDRESSAL COMMITTEE**

**Chairman:** Dr. A.V.Ramaraju,

Prof & Vice Principal,

Department of prosthodontics

**Convener:** Dr. Sruthima.G,

Reader, Dept of Periodontics.



**Members:**

1. Dr. Praveen, Professor, Dept of Orthodontics
2. Dr. Zabirunisa, Sr lecturer, Dept of Community dentistry
3. Mrs. Prasanna
4. Mr. MuralikrishnamRaju
5. Mr. SurendraVarma, Administrative officer. VDC

**Special invitee:**

A student representing the batch where the grievance has occurred to be nominated, based on academic merit by the college

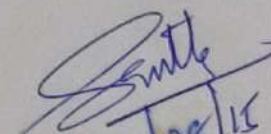
**Powers and functions of Grievance Redressal Committee:**

1. The chairman shall exercise his powers to hear any grievance
  - a. Of any student against the university or institution affiliated to it or an institute, as the case may be after the student has availed of remedies available in the individual departments for redressal of grievance, and
  - b. Of any applicant for admission as student to the institution
2. No application for revaluation or remarking of answer sheets shall be entertained by the chairman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
3. The chairman shall have the power to seek the assistance of any person belonging to the scheduled castes, the scheduled tribes, socially and economically backward classes, minority or disabled category, as amicus curiae, for hearing complaints of alleged discrimination.

**Procedure for redressal of grievances:**

1. The institution establishes a registry, headed by an employee of the institute of appropriate rank as the chairman, where any aggrieved student or person may make an application seeking redressal of grievance

2. The address of the registry is widely available on the notice boards, prospectus and the website of the institution ([www.vdc.edu.in](http://www.vdc.edu.in))
3. On receipt of an application by the registry, the employee in-charge/ convener shall inform the chairman of the grievance redressal committee, as the case may be, shall immediately provide a copy to the respective staff for furnishing its reply within seven days
4. The chairman as the case may be, shall fix a date for hearing the complaint which shall be communicated to the members of the committee and the aggrieved person either in writing or electronically as may be feasible
5. An aggrieved person may appear either in person or represented by such person as may be authorized to present his case.
6. The chairman of the grievance redressal committee, as the case may be, shall be guided by the principles of natural justice while hearing the grievance
7. The chairman of the grievance redressal committee, as the case may be, shall ensure disposal of every application as speedily as possible as and not later than a month after receipt of the grievance.
8. The institution shall co-operate with the chairman of the grievance redressal committee, as the case may be, in redressal of grievances and failure to do so may be reported to the university.
9. Every order under the chairman of the grievance redressal committee, as the case may be, shall be provided to the aggrieved person and the institution and shall be placed in the website of the institution.
10. Any order of the chairman of the grievance redressal committee, as the case may be, not complied by the institution can be put forward by the aggrieved person to the university grievance redressal committee.

  
18/08/15