



SRI VENKATESWARA DENTAL COLLEGE & HOSPITAL



(A unit of VELS Group, Pallavaram)

Approved by Government of Tamilnadu (Lr. No. TN35013/MCA-2/2003; dt.7.9.2006) Approved by Dental Council of India, New Delhi
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Affiliated to the Tamil Nadu Dr.MGR Medical University

NAAC ACCREDITED

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GRIEVANCE REDRESSAL POLICY

POWER AND FUNCTIONS OF GRIEVANCE REDRESSAL COMMITTEE:

- i) To entertain written and signed complaints and petitions of students in respect of matters directly affecting them individually or as a group;
- ii) To enquire into the grievances, and make recommendations and report to the concerned authorities Academic Council and BoM for redressal or suitable action; and
- iii) To recommend appropriate action against complainant, if allegations made in the documents are found to be baseless.
- iv) An appeal may be made to Ombudsman if not satisfied with the decision of Grievance Redressal Committee.

Conducting Enquiry by the Grievance Redressal Committee

Any person aggrieved by any contravention of this code, shall prefer a complaint before the Grievance Redressal Committee at the earliest point of time in any case within 15 days from the occurrence of the alleged contravention.

Complaint shall contain all the materials and relevant details concerning the alleged contravention including the names of the contravener and the complainant shall be addressed to the Chairperson of the Grievance Committee.

However, if the complaint does not reveal the identity, this may be addressed to the Head of the Institution for disposal on merit.

After the receipt of such complaint, the Head of the Institution shall retain original complaint and forward the gist of the complaint with other details to the Grievance Committee.

The Grievance Redressal Committee upon receipt of any complain or gist of the complain cause an enquiry to be made directly.

Complain regarding Hostel/Food-Mess/Sexual Harassment/Ragging/Other grievances may be addressed to The Committee or Head of the Institution.

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Where the Grievance Redressal Committee is satisfied that the complaint is justified

(I) in the case of person complained against is member of the body of management, Grievance Redressal Committee shall report to the management.

If the person is an employee of the University it shall be reported to the Vice-Chancellor.

In case of the person complained against happens to be a student it shall submit the report to the Head of the Institution.

Head of the Institution may suspend a person against whom complaint is made.

The Head of the Institution, upon receipt, of report from the Grievance Redressal Committee, shall give an opportunity (show cause notice) to the student / employee against whom the complaint is made for his reasonable defense.

After, seeking the explanation, the Head of the Institution shall submit the report with his / her recommendations to the Management for punishment or otherwise.

Nothing in this code shall prevents the Head of the Institution from lodging a complaint straight away with the police in respect of any act amounting to any criminal or cognizable offense under the existing laws.

Any person aggrieved by the decision of the Grievance Redressal Committee may prefer an appeal to the Ombudsman within a period of 60 days.

Powers and Functions of Ombudsman:

- 1) The Ombudsman shall exercise his powers to hear any grievance :-
 - a) of any student against the university or institution, as the case may be, after the student has availed of remedies available in such institution for redressal of grievances and
 - b) Any applicant for admission as student to such institution.
- 2) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- 3) The Ombudsman shall have powers to seek the assistance of any person belonging to the SC / ST, Socially and Economically Backward Classes, Minority or Differently-able category, as Amicus Curiae, for hearing complaints of alleged discrimination.



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Powers & Functions of SC/ST/OBC Grievance Committee:

This committee will go through the Grievances of SC students and also will provide counseling to the students.

1. To ensure equity and equal opportunities to the community at large in the University and bring about social inclusion.
2. To enhance the diversity among the students, teaching and non-teaching staff population and at the same time eliminate the perception of discrimination.
3. To help individuals or a group of students belonging to the disadvantaged section of society to contain the problems related to discrimination.
4. To establish co-ordination with Government and other agencies / organizations to mobilize academic and financial resources to provide assistance to students of the disadvantaged groups.
5. To organized periodic meetings to monitor the progress of different schemes.
6. To adopt measures to ensure due share of utilization by SC/ST in admissions, recruitments (teaching and non-teaching posts) and to improve their performances.
7. To sensitize the University on the problems of SC / ST and other disadvantaged groups.



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