

STUDENT GRIEVANCE REDRESSAL CELL (SGRC)

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

The SGRC convenes periodic quarterly meetings or as and when needed.

(A) The Need for Setting up SGRC in the Institution

- Differences, conflicts and grievances are essential aspect of student life everywhere.
- It is essential to bring the grievance to the notice of college management for settlement.
- All these cannot be eliminated through grievance handling but can be controlled to a good extent.
- Redressal of grievances relieving students from frustration and helps in improving relationship, commitment level, performance and working environment.
- It leads to enhance overall effectiveness in students.

(B) The SGRC is Constituted for the Redressal of the Problems Reported by the Students of the College with the Following Objectives:

1. Upholding the dignity of the college by ensuring stress free atmosphere in the college through student to student and student to teacher relationship.
2. Encouraging the students to express their grievances/problems freely without any fear of being victimized.
3. Students can submit in writing their grievances maintaining anonymity and also give suggestions for improving Academics in the college.
4. Advising students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of conflict arises.
5. To bring to notice of the higher authorities urgently any violations of disciplinary rules.

(C) Functions of SGRC in PMS College of Dental Sciences & Research

- To address grievance promptly on receipt in written format from the students.
- To review all grievances and ensure an effective solution with an impartial and fair approach.
- To submit the report to the Associate Dean (Student Affairs) about the grievances addressed and also seek direction and guidance from the higher authorities of the college.

- To advise students of the college to respect each other and be patient whenever any conflict arises.
- To advise all the students to refrain from stirring up students against other students, teachers and college administration.
- Ragging in any form is strictly prohibited inside and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal and also to Associate Dean (Student Affairs). Ragging complaints will be handled as per ragging rules.
- Sexual harassment complaints shall be directed to Chairperson of Anti Sexual Harassment Committee and will be handled as per Government guidelines.

(D) Mode of Operation of SGRC.

The Grievances may broadly categorized under following

- **Academic**– related to admission, tuition fees, examination, results, discrimination of students, clinical posting, attendance, stipend, clinical work, etc.
- **Non-Academic**– related to harassment by a colleague or the faculty/non-teaching staff, hostel issues, issues related to sports and cultural activities or any other personal problems.

Minor issues are solved by the faculty or mentors at the departmental levels and informing the details to Associate Dean Student Affairs. And for those issues not resolved at this level, the students can approach / are directed to the Student Grievance Redressal Cell and submit the grievance in writing.

Mechanism for Receiving Student's Grievances.

- a) Application form available at College Basic Science Department / Academic Section in which the students, who want to remain anonymous, can give it in writing their grievances and suggestions for improving the academics/administration in the College.
- b) Students can lodge a complaint directly to Associate Dean Student Affairs.
- c) The person concerned can personally approach any member of the Cell and can email or give in written format about any grievances.
- d) Students can also lodge a complaint through their respective Mentors or through any teaching faculty / Warden.

All the issues will be attended promptly and immediately on receipt of grievances. The Associate Dean Student Affairs, Chairperson of the SGRC submit the report to the College Council and IQAC about the issues attended to and the number of pending cases, if any which require direction and guidance from the higher authorities.

The SGRC convenes meeting to redress the grievances of student by involving all the stakeholders, a chance to convey their stand on the issue as and when needed. The committee tries to solve the issue amicably. When required, guidance and direction are sought from higher authorities.

The SGRC can also formulate a working group comprising of faculty / administrative staffs, assign them to investigate and formulate an impartial and

fair solution to the issue concerned. After the decision is made, the report of the working group is submitted to Associate Dean (Student Affairs).

It is the duty of the SGRC to ensure transparency in all matters related to the students.

(E) Guidelines for the Working of SGRC for Prevention / Resolution of Grievances Effectively

Step#1. Prompt Action:

- As soon as the Grievance to submit the cause should be identified and resolved.
- Prompt actions are very essential in avoiding adverse impacts on students.

Step # 2. Acceptance of Grievances:

- The Associate Dean Student Affairs must accept the grievances forwarded by the students and respect the true and real feelings of the students.
- Acceptance of grievances would bring confidence in students implies that the Associate Dean Student Affairs is interested in resolution of grievances without any bias.

To some extent, the feelings of dissatisfaction would be eliminated and frustrations avoided.

Step # 3. Collection of Information:

- The approach of Associate Dean Student Affairs should be proactive.
- Associate Dean Student Affairs must interact, discuss, share, and collect information regarding different issues of differences.

- Information should be collected timely regarding nature and causes of grievances. This would help in prevention and redressal of grievances of students.

Step # 4. Cross Examining the Causes of Grievance:

- Once the grievances are reported and information regarding nature and causes of grievances collected, the information has to be cross-examined.
- The committee should have the clear understanding of causes.
- Accordingly remedial actions should be taken immediately to prevent repetition of the grievance and damages further.

Step # 5. Logical Decision Making:

On identifying the causes of grievances, the committee must implement a number of options for course of action.

According to the policies and practices of the institution, the best option is to be identified.

Step # 6. Implementation and Review of Decision:

- The rational decision, the committee should not wait for a long time.
- The committee members involved should be taken into confidence and its decisions implemented as early as possible.
- Right and timely decision ensures transparency.
- The decisions should be reviewed time-to-time to keep in line.

(F) EXCLUSIONS

SGRC shall not entertain the 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 college related to admissions for any course.
5. Decisions of the competent authorities on assessment and examination result.

COMMITTEE MEMBERS OF SGRC FOR THE YEAR 2021-2022

NAME	DESIGNATION
Dr. Rajesh Pillai	Principal
Dr. Afzal A	Associate Dean student Affairs
Dr. Biju Balachandran	Administrator
Dr. Smitha C	IQAC coordinator
Dr. Vinod Mony	Associate Dean academics
Dr. Arunima P.R	SSGP Nodal Officer
Dr. Devi Gopakumar	Sr. Lecturer (OMR)
Ms. Aryamol	Intern

Principal