



VIDYA SHIKSHAN PRASARAK MANDAL'S
DENTAL COLLEGE & RESEARCH CENTRE,

DIGDOH HILLS, HINGNA ROAD, NAGPUR-440 019 PH:(07104) 665000, Fax: (07104) 665011,
Email: vspmdcrcnagpur@gmail.com

REF: VSPM'S DCRC/DEAN/STU GRIEVANCE F.NO. 12/1037(A)/2021 DATE: 18/08/2021

STUDENTS GRIEVANCE REDRESSAL COMMITTEE

SOP/GUIDELINES/MECHANISM/CODE OF CONDUCT

As per The Gazette of India, [PART III-SECTION 4], F. No. 14-4/2012 (CPP-II)-In exercise of the power conferred under sub-section (1) of section 26 of the University Grant Commission Act, 1956 (3 of 1956), UGC regulations, 2012 are followed by the Students Grievance Redressal Committee of VSPM's Dental College and Research Centre, Nagpur.

Student's Grievance Redressal Committee of the college was formed in academic session 2014-15 and revised in 2019 as per the directives of MUHS, Nashik vide their letter No. MUHS/SW/728/2019, Dated 10/04/2019.

STUDENTS GRIEVANCE REDRESSAL COMMITTEE
MARCH 2014-APRIL 2019

Dean	Dr.Usha Radke
Chairperson	Dr.Surekha Rathod (Prof. Periodontics)
Member Secretary	Dr.Jaishree Chahande (Lecturer, Prosthodontics)
Member	Dr. Vishal Kher (Reader, Periodontics)
Member	Dr.Vandana Kokane (Reader, Conservative Dentistry)
Member	Dr.Ananya Hazare (Sr. Lecturer, Orthodontics)
Member	Dr.Kavita Hotwani (Sr. Lecturer, Pedodontics)
Member	Dr.Kshitij Bang (Sr. Lecturer, O.M.F.S.)



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REVISED STUDENTS GRIEVANCE REDRESSAL COMMITTEE
APRIL 2019 – Till Date

As per the directives of MUHS, Nashik vide their letter No. MUHS/SW/728/2019, Dated 10/04/2019

Dean	Dr. UshaRadke
Chairperson	Dr. DevendraNagpal (Professor, Pedodontics)
Nodal Officer	Dr. Jayashree Joshi (Lecturer, Prosthodontics)
Member Secretary	Dr. Jaishree Chahande (Lecturer, Prosthodontics)
Member	Dr. Vandana Kokane (Reader, Conservative Dentistry)
Member	Dr. Ananya Hazare (Reader, Orthodontics)
Member	Dr. Kavita Hotwani (Sr. Lecturer, Pedodontics)
Member	Dr. Kshitij Bang (Reader, O.M.F.S.)
Student Member	Ms. Vrushali Phate (President Student Council)
Student Member	Mr. Arshadeep Ghodeswar (Secretary Student Council)

OBJECTIVES

The objectives of Students Grievance Redressal Committee are to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. The committee convenes periodic meetings (once in 2 months) or as and when needed. The Committee is constituted for the Redressal of the problems reported by the students of the college with the following objectives:

- Upholding the dignity of the college by ensuring strife free atmosphere in the college through promoting a cordial relationship between students and teachers.
- Encouraging the students to express their grievances/problems freely without any fear of being victimized.



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- Suggestion/complaint box is installed in front of the Administrative block in which the students can submit in writing their grievances maintaining anonymity and also give suggestions for improving Academics 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 conflict arises.
- Advising all staff to be affectionate to the students
- To bring to notice of the higher authorities urgently any violations of disciplinary rules

FUNCTIONS OF THE COMMITTEE

- Address grievance promptly on receipt in written format from the students.
- Review all grievances and follow the UGC Guidelines whilst resolving the grievances.
- Submit report to the Dean about the grievances addressed and also seek direction and guidance from the higher authorities if needed

MECHANISM FOR RECEIVING & REDRESSAL OF STUDENT GRIEVANCES

It's the endeavor Student Grievance Redressal Committee to make all efforts to ensure transparency in all the activities of students.

The Institute has decided to provide a mechanism for Redressal of Student's Grievance as per UGC guidelines as under-

1. The Grievances may broadly categorized under following-

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

2. Any student with a grievance can approach the committee members, member secretary, nodal officer 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.



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3. Minor issues are solved by the faculty or mentors at the departmental level for the smooth functioning of the college, for issues not resolved at this stage the students approach/directed to the student grievance redressal committee and submit the grievance.
4. The committee convenes meeting to redress the grievances of student by giving all the stakeholders involved a chance to put their stand on the issue at separate time if needed. The committee tries to solve the issue amicably.
5. If needed guidance and direction are sought from higher authorities (Dean).
6. After the meeting the decision made and the report of the committee is submitted to the Dean's office accordingly and communicated to stakeholder's involved.

Recently, the mechanism for submission of the grievances by the students was enhanced by using the ERP(Enterprise Resource Software) which the student already uses during admission process. They can log in to the software with allotted user ID and password and submit the grievance anonymously. The student grievance committee gets a notification whenever a grievance is submitted. The software also enables tracking the status of the grievance.



Dr. Ushā Radke,
Dean

VSPM'S DCRC, NAGPUR

DEAN

**VSPM'S Dental College &
Research Centre, Digdoh Hills,
Hingna Road, Nagpur-440019**