

# MATHRUSRI RAMABAI AMBEDKAR DENTAL COLLEGE & HOSPITAL

(Founded by : Ananda Social & Educational Trust)  
ISO 9001:2015 CERTIFIED

Affiliated to Rajiv Gandhi University of Health Sciences  
Recognised by Dental Council of India

1/36, Cline Road, Cooke Town, Bengaluru - 560 005  
Ph: 080 - 2546 0747 [www.mradc.in](http://www.mradc.in)

## POLICY DOCUMENT

### GRIEVANCE REDRESSAL COMMITTEE

#### 1. Purpose:

To ensure smooth functioning of the institute by preventing and redressing any grievances reported by Students/Parents/Patients/Alumni/Employee of the College.

#### 2. Definition:

A grievance may be about an act, omission, situation, or decision that the Students/ Parents/ Patients/ Alumni/ Employee of the College thinks to be unfair, discriminatory, or unjustified and includes matter directly related to academic and institutional relationships.



#### 3. Scope:

The Grievance Redressal Committee shall consider only individual grievances of specific nature of staff and students of the Centre raised individually by the concerned aggrieved employee/ student of the Centre.

The Grievance Redressal Committee shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/ student.

After receiving any application the Committee will decide on the merit of case regarding scope of further discussion.

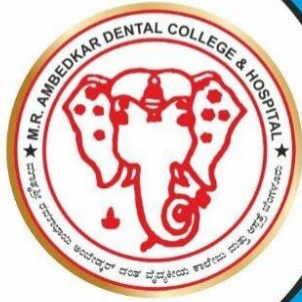
#### 3. Functioning and working :

- The grievance process provides a way for a Students/ Parents/ Patients/ Alumni/ Employee concern to be heard and responded to by a committee.

P.R.P.

PRINCIPAL

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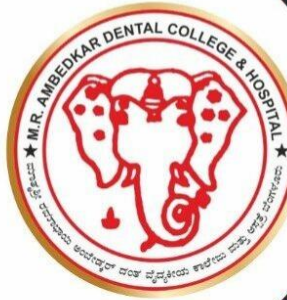
- The aggrieved member shall submit his/her petition to the Chairman, Grievance Redressal Committee in a sealed envelope marked "confidential".
- The committee analyses the grievance reported, seeking clarification from the reporting person as well as the involved people (if required) by conducting preliminary informal discussions.
- The committee ensures that such grievances are dealt with promptly, fairly, maintaining transparency and confidentiality; and in accordance with other related policies of the institute.
- Often the issues involved can either be resolved informally or are issues beyond the scope of the committee's jurisdiction.
- Implementation of the policy is done through proper reporting of complaints and redressing them through appropriate channel.
- A written record is maintained of the grievances reported and actions taken to deal with them.
- The Principal, as far as possible, shall be guided by the advice of the Grievance Redressal Committee unless the recommendations of Committee violate basic rules and norms of the Centre.
- Any dead-lock shall be resolved by the Principal.
- The final settlement of any grievance shall be made within a reasonable period (normally not exceeding one month) after the recommendations are submitted to the Principal by the Grievance Redressal Committee.



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#### 4. Periodicity and Attendance at Meetings:

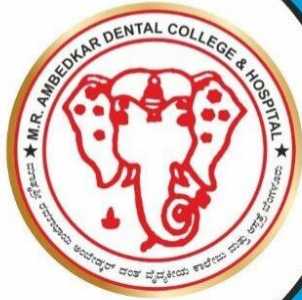
- The Grievance Committee will meet as and when required. However, if necessary, it may meet more frequently at the instance of the Chairman or at the request of the other members to discuss the various issues received.
- At least three members of the Grievance Committee shall be present in a meeting.
- If a member of the Grievance Committee is connected with the grievance of the aggrieved individual, the concerned member of the Grievance Committee shall not participate in the deliberations regarding that individual's case.
- If the aggrieved person happens to be a member of the Grievance Committee, then he/she shall not participate in the deliberations as a member of the Committee when his/her representation is being considered.



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## 5. Template for Grievance:

Any reportable grievance as felt by the stakeholders mentioned above can be reported to the committee by means of e- mail in the format given below.

Name.....

Type of the stake holder  
..... (Student/Parent/Alumni/Employ  
ee of the College)

Telephone number..... E-mail  
ID.....

In case of a student, Telephone number..... of the Parent

E-mail ID of the  
Parent.....

..... Place of Residence  
..... Hostel/Hom

e  
Address in full if staying at home:

.....

.....

.....

Subject: .....

.....

.....

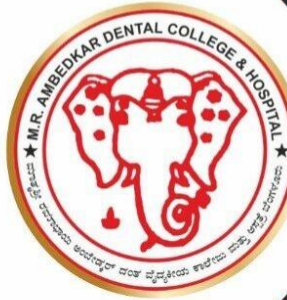
Mail your Grievances to the below given E-mail ID.

For offline grievances or in case if you do not want to disclose your Identity, you can drop the grievance in the suggestion box kept in the Ground Floor of Class Room Block.

E-mail ID:

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## 6. GRIEVANCE REDRESSAL COMMITTEE :

Dr. Hemalata .M., Principal, Pro. & Head, Periodontics - Chairperson

Dr. Maria Priscilla David, Prof & HOD, Dept. of Oral Medicine- Co-Chairperson

Mr. Kemparaju, Administrative Officer - Coordinator

Dr. Jayanthi D, Professor, Periodontics - Member

Dr. Lalith, Vice Principal, Reader, Periodontics - Member

Dr. Satish Kumaran, Professor, Oral Surgery - Member

Dr. Vijay Kumar Jain, Reader, Oral Pathology - Member

Dr. Sangeeta S., Lecturer, Oral Medicine/Hostel Warden - Member



*P.R.P.*

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