

**DATTA MEGHE INSTITUTE OF MEDICAL SCIENCES
[DEEMED UNIVERSITY]**

(NAAC Accredited Grade 'A')

Regd. Office : Atrey Layout Pratap Nagar, Nagpur – 440 022, Maharashtra, India
Ph. No.: 0712 – 3256552, 3253764 Fax: 0712 – 2245318 Email: info@dmims.org
Website: dmims.org

Camp Office : Sawangi (Meghe), Wardha – 442 004, Maharashtra, India
Ph. No. : 07152 – 287701-06 Fax: 07152 – 287714, 287719,
Email: medical.wda@sancharnet.in

Ref. No.DMIMS (DU)/ROW/2017-18

Date: 11th October, 2017

NOTIFICATION

It is notified for information of all the concerned that the Student Grievance Redressal Policy is notified which comprises of 3 layer grievance redressal mechanism.

The operational details are mentioned in the attached policy. The said policy shall come into force with immediate effect.

REGISTRAR
DMIMS (DU)

Copy with compliments to:

1. The Hon.ble Chief Advisor, DMIMS(DU),Nagpur
2. The Hon,ble Vice-Chancellor, DMIMS(DU), Nagpur
3. The Chief Co-ordinator, DMIMS,Wardh
4. The Director, MHA&M Course,DMIMS(DU),Nagpur
5. The Director (Personnel & Planning), DMIMS(DU),Nagpur
6. All the Members of Academic Council, DMIMS(DU)
7. All the Members of Board of Management, DMIMS(DU), Nagpur
8. All the Members of Standing Committee
9. All the Members of Board of Studies
10. The Dean, Faculty of Medicine & J.N.M.C., Sawangi (Meghe),Wardha
11. The Dean, Faculty of Dentistry & SPDC, Sawangi (Meghe), Wardha
12. The Dean, Faculty of Ayurvedic Sciences, MGAC, Sawangi (M), Wardha
13. The Dean, Faculty of Interdisciplinary Health Sciences & Director Innovations
14. The Director, School for Health Professionals Education & Research,Sawangi(M)
15. The Director (International Initiatives & Strategic Planning), DMIMS(DU), Nagpur
16. The Director (R&D), DMIMS(DU), Sawangi (M), Wardha
17. The Principal, SRMMCON, Sawangi (M), Wardha
18. The Principal, RNPC, Sawangi (M), Wardha
19. The Controller of Examinations, DMIMS(DU), Nagpur
20. The O.S.D., DMIMS(DU),Nagpu
21. The Finance Officer, AVBRH
22. PA to Vice-Chancellor



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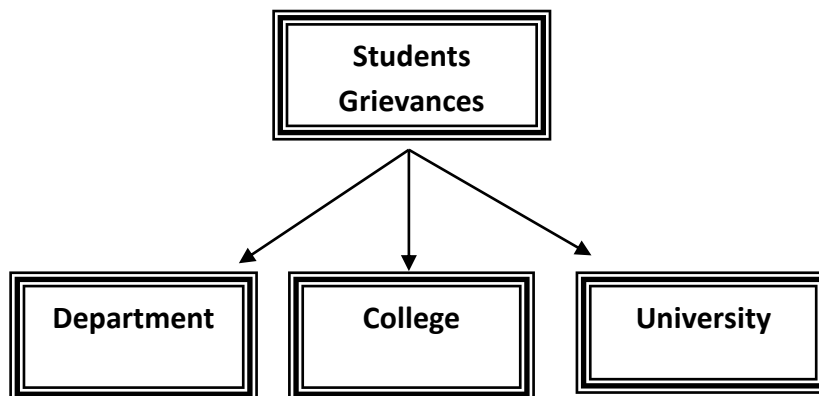
STUDENT GRIEVANCE REDRESSAL POLICY/MECHANISM

A Grievance is any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with the Institute that a student or an employee thinks, believes, or even feels, is unfair, unjust or inequitable.

1) Objective:

- a. Linking with a well defined Grievance Redressal System to make it acceptable to all.
- b. All actions should be prompt for better redressal of Grievance in a time bound manner.
- c. To make the redressal process fair, impartial, consistent, with prior warnings and commensurate with gravity of misconduct.
- d. Aim should be on prevention of misconduct rather than controlling through punitive measures.

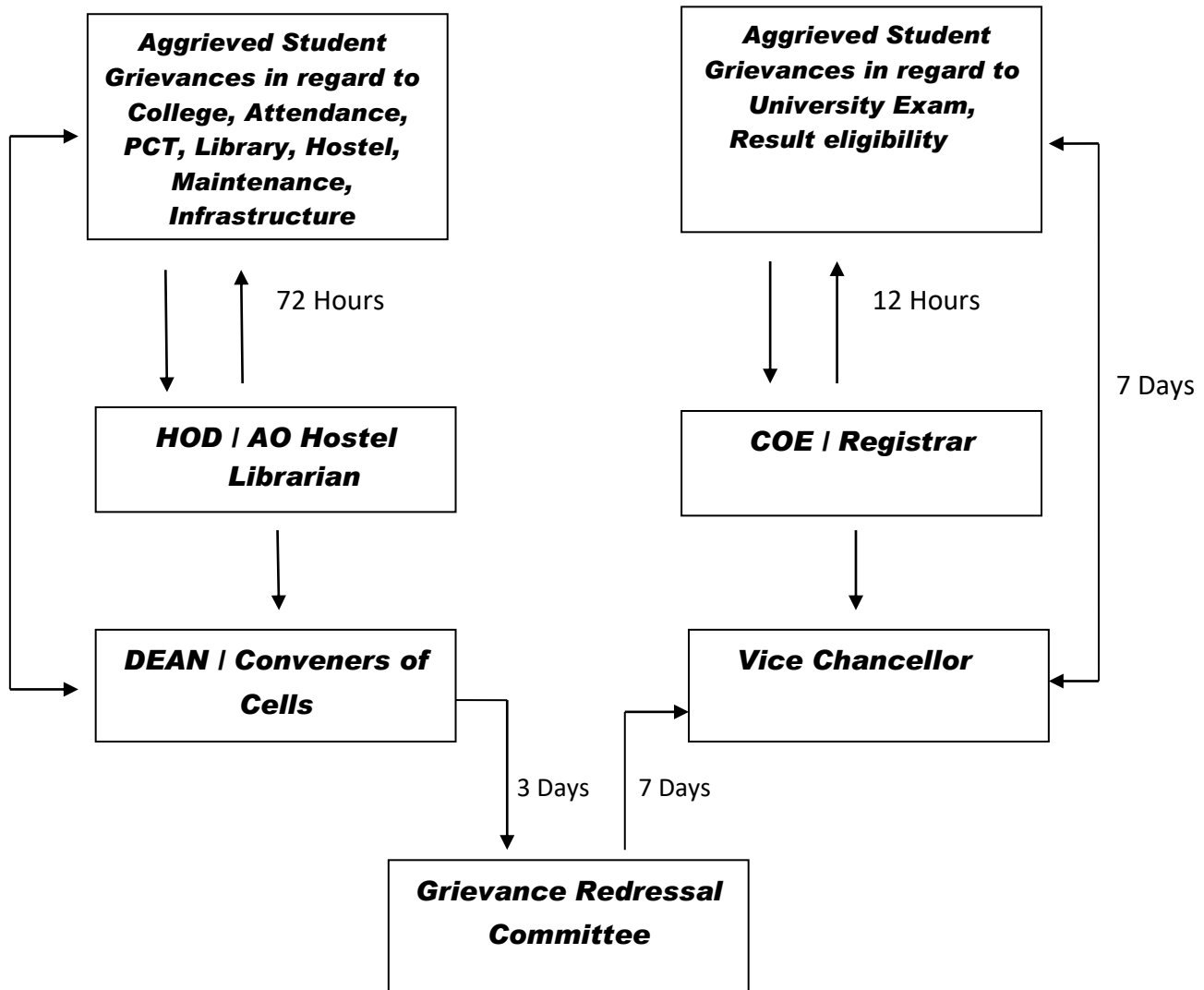
2) Classification:



3) Understanding the Grievance:

- a) **Open Door Policy:** A student can drop in the Concerned Officer's room and talk informally over his/her grievance with the concerned Officer. They may even present the grievance through the official contact numbers of the said officers. Grievances related to policy matters can be brought out in periodic meetings of preceptors, College Council, Hospital Advisory Committee, Jt. College Council and Library committee.
- b) **Feedbacks:** The students can register their general grievances pertaining to infrastructure, facilities, student section, hostel, teaching-learning etc., through the structured annual feedback.

STUDENT GRIEVANCES



c) E-mails: Through separate e-mails to HOD, Principal or directly to the Registrar.

4) Grievance Redressal Procedure:

- a) An aggrieved student shall first present his/her grievance verbally or in writing to the concerned head of the department. The HOD is required to furnish the answer within 48 hrs of the presentation of grievance.
- b) If the student is not satisfied with the answer, he/she can approach to the concerned Principal/Dean/CMS. The officers must give his/her answer within 3 days of the presentation of the complaint(s).
- c) If the student is not satisfied with the answer, he/she can approach to the Grievance Redressal Committee which shall evaluate the case and make its recommendations to the concerned authority within seven days of presentation of the case. The student

would be communicated the recommendation preferably within 3 days after the meeting of Grievance Redressal Committee.

- d) A student who is aggrieved with the decision of the grievance redressal committee can make appeal for revision to the Registrar. Registrar is supposed to communicate his decision within seven days of receipt of revised petition. Similarly, an aggrieved student can make an appeal for revision to the Hon'ble Vice-Chancellor, who in turn will communicate his decision to the aggrieved student within 7 days.
- e) The grievances pertaining to the University examination should be forwarded to the Controller of Examinations (COE) through respective Dean of the Faculty who in turn will reply to the student within 3 days of receipt of the grievance.
- f) The aggrieved student if not satisfied with the decision of the COE and the examination committee, the Vice-Chancellor being the appellate authority, can appeal to him and the Vice-Chancellor shall communicate his final decision to the aggrieved student, within 7 days.
- g) Similarly the grievances pertaining to enrolment should be routed through the Dean of the Faculty to the COE and the redressal will be mutatis

Registrar
DMIMS (DU)