

Students Grievance Redressal Committee
DCK
2017-18

.....

Every student has the right to work and study in an environment free from harassment, bullying and unlawful discrimination. Harassment is defined as behavior that is directed at an individual or group of students or staff and which is offensive, belittling, humiliating, intimidating or threatening; unwelcome and unsolicited; and of the type that is usually unreciprocated and can usually be expected to be repeated. The right to be heard and right to be treated without bias is assured to each student by following procedural fairness and confidentiality throughout. Complaints and feedback are an important part of ongoing quality and service improvements. Feedback is always welcome and the College is committed to working with students to effectively resolve their grievance.

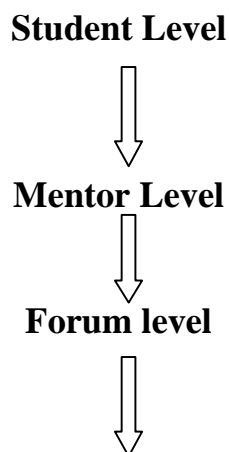
Aim

The Student's Grievance Cell (SGC) desires to promote and maintain a conducive and unprejudiced educational environment. The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College.

Objectives

1. To encourage the students to express their grievances/ problems freely, frankly and without fear of being victimized
2. To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
3. To co-ordinate between students and Departments / Sections to redress the grievances
4. To ensure effective solution to the student's grievances with an impartial and fair approach.
5. Redressal of Students' Grievances to solve their academic and administrative problems.
6. To guide ways and means to the students to redress any antiragging problems.

Procedure for redressal:



Principal level

a) Student Level

The aggrieved student can raise their problem as a written complaint to student level representatives. A solution should be given to the aggrieved student within a week's time of receipt of the complaint.

b) Mentor Level

If the problem is above the student level forum, it should be transferred to the Mentor level within that week itself. If the solution received from the student level is not satisfactory, the aggrieved person can again raise the complaint at Mentor level. A solution should be given to the aggrieved student within a week's time of receipt of the complaint at Mentor level

c) Forum Level

If the problem is above the Mentor level, it should be transferred to the Forum level within that week itself. If the solution received from the Mentor level is not satisfactory, the aggrieved person can again raise the complaint at Forum level. A solution should be given to the aggrieved student within a week's time of receipt of the complaint at Forum level

d) Principal's Level

Again if there is no satisfactory solution, the case may be referred to the institution head/Chairperson

Pre-requisites

1. Problems of appropriate nature that can be handled by the respective levels only should be decided by that level
2. Problems above their competence should be transferred to the appropriate level without delay
3. The decision by each level should be within 7 days of receipt of the complaint at that level
4. Students have the right to bypass any level below the level of the Principal based on the seriousness of the problem

Exclusions

The complaints raised should not fall into the category of:

- Decisions of the University/ University bodies and other academic / administrative committees constituted by the college.
- Decisions with regard to best outgoing student / awards / medals.
- Decisions made by college under the Discipline Rules and Misconduct.
- Decisions of the competent authority on internal assessment and examination result.

Academic policies

These policies explain responsibilities of the student in relation to academic integrity and identify and address academic misconduct. The students accept to obey the rules and respect the discipline of the college once they are enrolled in the college. Students are expected to obey the following rules:

1. The timing of the institution is from 8am to 3pm where work goes uninterrupted from 8am to 2pm after which a break is permitted.
2. Posting times should be strictly adhered to and absence from the clinics without prior permission of the HOD will be considered as unauthorized absence and liable for action.
3. Students should be regular and punctual for the classes..
4. Any leaves taken by the student should be accompanied by a leave letter
5. Students are required to dress modestly and to refrain from causing disturbance to anyone inside the classroom or on the campus.
6. Students are expected to be in their seats before the teacher enters the classroom. Students shall not loiter about on the verandahs or corridors of the college. Instead they may make use of the reading materials in the Library or make use of OLC.
7. All students should follow the dress code and wear neat white aprons during clinical and practical hours
8. Hair should be neatly pinned up and not let loose over the apron
9. Every Student shall handle college property with care.
10. He/she shall keep the classroom clean and tidy.
11. Students found guilty of writing or making marks on the walls of any building of the college or causing damages to college property shall be suitably punished.
12. Loss caused by damage to furniture, implements and equipment belonging to the college will be made good by imposing collective fines on all the students.
13. Wastes should be disposed in the appropriate color coded bins provided for the purpose.
14. Students are not permitted (a) to convene or attend meetings of any sort in any circumstances anywhere in the college buildings or campus (b) to set up entertainments or organize social functions in the college, (c) to make use of megaphones and loudspeakers on the campus, (d) to invite for any function in the college persons who are not approved of by the (e) to collect subscriptions of any kind (f) to put up notices anywhere on the campus (g) to place any paper, periodical or book in the Reading Rooms or circulate them in the college (h) to work in the campus for any organization outside the college, without the previous sanction of the Principal,
15. This is a politics free campus. Political activities within the campus are not allowed.
16. This is a ragging free campus. Any incidence of ragging will be viewed seriously and appropriate action will be taken
17. The use of mobile phones, particularly camera phone, by students during working hours is forbidden.

18. Smoking, drinking alcohol, ragging, eve teasing, using abusive language and other anti social activities are strictly prohibited and punishable.
19. Any notice signed or countersigned by the Principal and published on the College Notice Board shall be considered as having been brought to the notice of the college community
20. Photo identity cards will be issued to all students in the college. Every student is expected to wear it during working hours in the College. A student who is unable to produce his/her ID card on demand shall be reprimanded and fined.
21. The authority of the Principal in matters of discipline is final.
22. Any questions or issues not covered by the foregoing rules shall be decided by the Principal.

Conduct Certificate

A certificate of good character and conduct is a testimonial which the student has to earn. This will be issued to a student only after the HOD's concerned, testifies his / her good conduct.

Attendance Certificate

The College has set the regulations for attendance in accordance with the rules issued by the University.

1. Attendance shall be marked at the beginning of each class – be it lecture, practical, or clinical postings.
2. Students shall occupy their seats before attendance is taken. Late comers can enter the classroom only with the permission of the teacher.
3. Application for leave should be forwarded to the HOD concerned through the teacher-in-charge.
4. Application for leave should be made in advance or on the very day of return in case of unforeseen eventualities.
5. Disciplinary action will be taken against those who repeatedly absent themselves without sufficient reason.
6. The responsibility of making sure that he/she has the required attendance rests entirely upon the student.

Examination and Test Papers

It is imperative that all students should take all the internal assessment examinations and test papers regularly. Progress of a student is judged mainly by the marks scored for internal assessment examinations. The following are the rules framed by the college with regard to a student's conduct in taking examinations and tests.

1. All examinations and tests should be taken after diligent preparation and in all seriousness.
2. Leave of absence during days of examination and test papers may be granted by the head of the department or by a member of the teaching staff authorized by the HoD for the purpose.
3. Application for such leave should be made before the examination or test paper is due.
4. In case of ill health a medical certificate signed by a registered medical practitioner should be presented along with the application for leave of absence.

5. Absence without leave from examinations and test papers will be viewed seriously and may even make the student ineligible to sit for the university examination.
6. Any kind of malpractice in examinations or test papers is a very serious offence and shall be dealt with accordingly.
7. Information regarding University examinations can be obtained from the website of the University or from the college office.

Hostel dues and conduct

1. The inmates of the hostels should strictly adhere to the rules of the hostel.
2. Drugs, alcoholic drinks, tobacco of any sort are prohibited in the campus.
3. All hostel dues are to be paid regularly.
4. In case of large pending dues, the student is liable to be expelled from the hostel and necessary action will be taken to collect the dues from the student
5. On receiving a written complaint of misconduct from an inmate, Principal, after an enquiry can take appropriate action like suspension or expelling him/her from the hostel.

Student Welfare Officer

- Dr. Shibu Aman, Asst Prof, Conservative Dentistry will be the Student Welfare Officer
- He will act as a liaison officer between the students and the administration
- The Student Welfare Officer should give all the required guidance and support for the Dental College union (DCU)
- Any letters from the DCU to the Principal should be forwarded by the Student Welfare Officer
- All activities of the DCU should be with the knowledge and concurrence of the Student Welfare Officer
- Night time functions or activities of the DCU shall be under the supervision of the Student Welfare Officer only

Members

1. Chairperson- Principal, DCK- Institution level
2. Secretary – Dr. Raseena Beegum, Prof. & Head, Periodontics – Forum level coordinator
3. Joint Secretary & Legal Resource Person - Dr. Elbe Peter, Assoc. Prof., Orthodontics- Forum level
4. Member- Dr. Shibu Aman, Asst Prof., CD & Student Welfare Officer - Forum level
5. Member- Sri Sunil, UD Clerk, DCK- Forum level
6. Member- Smt. Shini, LD Clerk, DCK - Forum level
7. Member- Dr. Bobby John, Final BDS, Part 2 co-ordinator- Mentor level coordinator
8. Member- Dr. Philips Mathews, Final BDS, Part1 co-ordinator - Mentor level
9. Member- Dr. Sabu Paul, 3rd BDS, co-ordinator - Mentor level
10. Member- Dr. Mini K John, 2nd BDS, co-ordinator - Mentor level
11. Member- Dr. Sandhya Raghavan, 1st BDS, co-ordinator - Mentor level

- 12.Member- Dr. Rishal Mohammed, PG, Oral Pathology- Student level coordinator
- 13.Member- Ms. Anjana Roy- House surgeon- Student level
- 14.Member-, Ms. Rosemary Joe, Final BDS Part 2- Student level
- 15.Member – Mr. Shajeeh S, Final BDS- Part 1 - Student level
- 16.Member – Ms. Safna V, 3rd BDS - Student level
- 17.Member – Ms. Anumol Toms, 2nd BDS - Student level
- 18.Member – Ms. Soumya Sathyan, 1st BDS - Student level

Schedule of Meetings

- The appropriate level coordinators will meet as and when a complaint is received
- Even if there is no particular complaint, the SGC should meet at least twice a year

Records to be maintained

1. Agenda and minutes of the meetings
2. Grievances/complaints received with date
3. Solution offered and letter of acceptance from the aggrieved
4. Reasons for transferring a grievance to the higher level with transferring date

.....