



# Sree Gokulam Medical College & Research Foundation

(A Unit of Foundation of Non-Resident Indians)

Approved by National Medical Commission, Affiliated to Kerala University of Health Sciences

Accredited by NABH & NABL

Policy Number: *SGMC / Acad. P. 11 015 / 2020*

Category: Student Welfare

Content: Grievance Redressal Policy - Students

Effective Date: *01.08.2020*

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Signed by:

  
Director

  
Dean Emeritus

  
Principal





## Grievance Redressal Policy - Students

### Introduction

The management of Sree Gokulam Medical College & Research Foundation is committed to the principle of ensuring fair and harmonious environment for the students that nurtures their growth and allows them to learn optimally. This policy sets guidelines for resolving problems of its students quickly and efficiently.

### Statement of Purpose

The purpose of this policy is to define the criteria and procedure of resolving the problems of its students.

### Policy

Any undergraduate or postgraduate student of Sree Gokulam Medical College & Research Foundation who has a grievance, has an access to grievance mechanism, where he/she can resolve their problem at the earliest, without any fear of reprisal.

### Definitions

Grievance: Defined as the dispute (i) between the students or (ii) between the student and the faculty or (iii) between the student and a non-teaching employee or (iv) between the student and the management / administrative branch of Sree Gokulam Medical College & Research Foundation. It includes teaching - learning activities, inter-personal matters, etc.

Applicant: The undergraduate or postgraduate student who has submitted a written grievance.

Respondent: Grievance Redressal Committee (the chairman/convenor is the signatory authority) or the Director.

Grievance Redressal Committee: Committee with a designated chairman and secretary along with student representatives appointed to resolve grievances. Additional members may be included for a specific grievance, if the issue demands it.

### Procedure

- a. Any undergraduate or postgraduate student who is dissatisfied due to any grievance shall first seek to resolve it with the help of the appropriate Head of the Department by submitting a written grievance on the prescribed form within three days of the incident. This step may be skipped, if the grievance involves the Head of the Department.



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- b. The Head of the Department shall investigate, meet the student to resolve the issue and provide the response sheet within ten days of the incident.
- c. If the applicant is not satisfied, the grievance in writing along with the response sheet shall be submitted to the Grievance Redressal Committee within 15 calendar days of the incident causing grievance.
- d. The Grievance Redressal Committee shall independently investigate, conduct meeting / hearing in the presence of applicant and respond in writing to the grievance within 20 calendar days of the written submission of the grievance.
- e. If the applicant is not satisfied with the decision, he/she may submit the grievance in writing to the Director, describing the reasons for dissatisfaction, along with a copy of the previous decision from the Grievance Redressal Committee. The investigation and meeting / hearing will be completed and the written decision from the Office of Director will be communicated to the applicant within 30 calendar days of receiving the grievance.
- f. If the grievance involves a member of the Grievance Redressal Committee, the student may submit the grievance directly to the office of Director.

## What does not constitute as grievance?

Grievance redressal procedure is not applicable to personal conflicts, results of assessments, official disciplinary actions and reprimands.

## General Instructions

- a. Decision to utilise the grievance redressal procedure is voluntary.
- b. Once submitted, the grievance cannot be changed until the issue resolved.
- c. One grievance may be filed by only one individual; a group of students cannot file a single grievance; if and when needed, each one can file their grievances separately.
- d. Neither the student seeking redressal nor the committee may be represented by legal counsel.
- e. No intimidating, adversarial or confrontational means shall be used by any party from the time the grievance is filed until the issue is resolved.
- f. The student shall continue to attend all his/her regular classes during the entire process to ensure that the learning process does not suffer.



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- g. No student or employee shall coerce or influence any party involved until the hearing is completed and the problem is resolved; and any such attempts shall be subject to disciplinary action.
- h. Grievances not within the powers of the competent authority shall be submitted to the higher authority without waiting for the allotted time period to lapse.

## **When can the Committee or Director dismiss the grievance?**

- a. When the applicant fails to submit the grievance in the proper format and/or within the stipulated time.
- b. If the applicant fails to attend any of the meeting set by the committee or Director despite prior notice.
- c. If the student seeks withdrawal of grievance for any reason.
- d. The applicant who has filed the grievance is no more studying at Sree Gokulam Medical College & Research Foundation. If the person against whom the grievance is filed is no longer studying / working at Sree Gokulam Medical College & Research Foundation, either the grievance may be dismissed or forwarded to the competent authority as the case may be.
- e. Committee or Director finds that the grievance is frivolous or the remedy sought cannot be granted.

## **Responsibilities of the Grievance Redressal Committee**

- a. The committee shall undertake independent investigation of the matter after receiving the grievance.
- b. They shall decide to hold a meeting or hearing with the student or dismiss the grievance at their discretion.
- c. They shall inform the applicant and all other members required to be present for the meeting / hearing through a written notice regarding the date, time and venue of the meeting at least 5 working days prior to the meeting. The meetings should always be conducted on the campus of the institution, during the hours convenient for the applicant on a working day so as to not inconvenience the student in his learning process.
- d. During the hearing, the committee members shall first hear the (i) applicant, (ii) the individual against whom the grievance is filed and (iii) any witnesses (representing either sides) if required. The hearing shall aim at providing clarification to the applicant or receiving an explanation from the individual against whom the grievance is filed.



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- e. In case the grievance does not deserve redressal, the committee shall set up a meeting with the applicant and counsel.
- f. Committee shall be accountable for maintaining the confidentiality, if the subject of grievance requires it.
- g. Copy of the grievance application and the redressal granted shall be filed and maintained by the committee up to a period of five years after the student completes the course.
- h. The grievance application or the copy of the redressal granted shall not be filed in the personal file of the applicant.

### Applies to:

All the students of the Sree gokulam Medical College & Research Foundation.

Prepared by	Reviewed by	Approved by
Dr Mamata Chimmalgi Professor of Anatomy, IQAC Coordinator	Dr P Chandramohan Dean	Dr K K Manojan Director
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SGMC/Acad.Pol/015/2020	01.08.2020	5 years



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## Grievance Form - SGMC & RF

Students's Name:

Batch of Admission:

Current year:

Department (if Postgraduate student):

Student Roll Number (if undergraduate student)

Mobile Number:

Email Id:

Date of incidence of the grievance:

Date of filing grievance:

Grievance Statement:

Relief sought:

(Attach additional sheets if needed) Are there any attachments: Yes / No

Copy to:

Self

Supervisor

Grievance Redressal Committee

Director

Signature of the applicant with Date



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## Response Sheet - SGMC & RF

Student's Name

Respondent's Name:

Date of receiving grievance:

Date of the response:

Response:

(Attach additional sheets if needed) Are there any attachments: Yes / No

Signature of the applicant with Date



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## Applicant's Response

(To be signed in front of the Respondent after receiving the response)

Date of receiving the response:

Response accepted: Yes / No

Would like to take the grievance to the higher authority: Yes / No

Applicant's Comments:

Applicant's Signature with date