



Shri Shivaji Education Society, Amravati's

DR. PANJABRAO DESHMUKH NURSING INSTITUTE

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Ref. No. PDNI/ /20

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Student welfare measures
Dr. Panjabrao Deshmukh Nursing Institute, Amravati

POLICY DOCUMENT ON MECHANISM OF STUDENTS GRIEVANCE REDRESSAL

1. Introduction

A student grievance is a complaint or concern raised by a student about an issue within their educational experience that they believe is unfair, discriminatory, or hindering their learning.

The institute constituted a "Students' Grievance Redressal Committee" during 2016 to receive and process the complaints lodged by the students regarding sexual harassment, ragging, academic matters, faculty interactions, internal examinations, university examinations, and other administrative issues.

2. Title: The policy shall be called as 'Students' Grievance Redressal Committee (SGRC)'.

3. Aim: To set up a mechanism for speedy and expeditious process for resolving disputes and conflicts, with the highest standard of integrity, fairness and with confidentiality.

4. Implementation: This policy shall come into force with effect from 25/06/2016.

5. Applicability of the policy: This policy shall be applicable to all nursing students enrolled in PDNI Amravati.

6. Aggrieved student: It shall mean a "complaint or concern raised by the student/s about an issue within their educational experience that they believe is unfair, discriminatory, or hindering their learning".

7. Mechanism of receiving complaints regarding sexual harassment, ragging, caste discrimination / atrocities, and conducting enquiry, report submission and punishments.



The students shall go through the notice boards, Whats-App, college web-site to avail information about mechanism of receiving complaints regarding sexual harassment, ragging, caste discrimination / atrocities, and conducting enquiry, report submission and punishments.

The students shall attend the awareness programs conducted by the institute regarding prevention of sexual harassment, anti-ragging measures, atrocities, consequences, punishments, and how to approach the SGRC in case any untoward incidents.

a) Complaint registration:

In case of sexual harassment, ragging, caste discrimination or any other grievances, the aggrieved student can complaint through any one of the following modes.

- In writing (should be submitted to secretary or any one of the committee members)
- Phone call (any help line number displayed on college notice board / web-page)
- By dropping the compliant at the grievance box
- A complaint can be received through a representative from the student community nominated by the head of the institution.

Female student or employee who have experienced or witnessed sexual harassment can also register a complaint through SAKSHAM Helpline Number for Prevention of Sexual Harassment: 1800111656, e-mail: gssec.ugc@nic.in

Students who have experienced or witnessed ragging can register a complaint through the National Anti-Ragging Helpline (1800-180-5522) and the UGC Monitoring Agency (antiragging@c4yindia.org).

b) Action:

- Based on the report and recommendations, the head of the institution takes appropriate action to resolve grievance.
- A copy of the action taken shall be served to the aggrieved student for information.

8. Mechanism of receiving complaints regarding academic matters, exams, or other administrative issues – conducting enquiry, reporting and compliance.



The students shall go through the notice boards, Whats-App, college web-site to avail information about mechanism of receiving complaints regarding academic matters, faculty interactions, internal examinations, university examinations, and other administrative issues of the institution.

a) Complaint registration:

In case of grievances, the aggrieved student can complaint through any one of the following modes.

- In writing (should be submitted to secretary or any one of the committee members)
- Phone call (any help line number displayed on college notice board / web-page)
- By dropping the compliant at the grievance box
- A complaint can be received through a representative from the student community nominated by the head of the institution.
- However, the committee also reserves the right to receive the complaint on its own motion.
- If the complaint is found to be false or frivolous, disciplinary action will be taken.

b) Action:

- Based on the report and recommendations, the head of the institution takes appropriate action to resolve grievance.
- A copy of the action taken shall be served to the aggrieved student for information.

9. Mechanism of grievance redressal related internal assessment.

Three tier mechanism is set up by the institute to resolve the internal assessment related grievances. The aggrieved student shall adhere to the following for redressal;

- Firstly, the grievance will be brought to the notice of the concerned class teacher or subject teacher.
- Secondly, in case, if the grievance is not resolved / unaddressed, the same can be escalated to the HOD of the concerned department.
- Finally, if the grievance still persists, the aggrieved student shall be referred to the SGRC for grievance redressal. The SGRC receives the compliant, and resolve the matter through the head of the institution.

10. Mechanism of grievance redressal at the time of university examination:

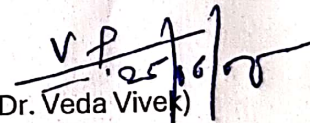
- The grievances at the time of MUHS examination shall be solved according to the rules and regulations of MUHS made on this behalf.
- For grievances relating to question papers, answer sheets, examination room, seating arrangement, hall ticket or identity card or any other matter concerned, the student shall to apply SGRC for redressal.
- The SGRC, if consultation with the head of the institute, shall solve the problem at the earliest so as to continue examination in a smooth manner.

11. Mechanism of grievance redressal after university examination:

- The grievances after MUHS examination shall be solved according to the rules and regulations of MUHS made on this behalf.
- For grievances relating to result, revaluation, mark sheet, or any other issues concerned, the student shall to apply SGRC for redressal.
- The SGRC, if consultation with the head of the institute, shall solve the problem at the earliest so as to continue with the professional career.

Date: 25.06.2016

Place: Amravati


(Dr. Veda Vivek)
Chairperson, SGRC
Dr. PDNI, Amravati
Chairperson
Grievance Red-ressal Committee
Dr. P. D. N. I. Amravati