

PES University Institute of Medical Sciences and Research

KONAPPANA AGRAHARA, ELECTRONIC CITY
BENGALURU, KARNATAKA 560100



STUDENT GRIEVANCE REDRESSAL POLICY

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PREAMBLE:

PES University Institute of Medical Sciences & Research has created a platform for addressing student grievances related to academic and non-academic issues arising within the campus. Grievances can be lodged through the online platform. The institute aims at solving the grievances of the students within stipulated time.

OBJECTIVES:

The objectives of the Grievance Redressal Committee are:

1. To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the premises.
2. Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship, Student-Teacher relationship and Student-Non- teaching staff relationship etc.
3. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
4. Students shall refrain from inciting other Students against each other, teachers, non-teaching and College administration

GRIEVANCE - Means, and includes, complaint(s) made by an aggrieved student in respect of the following

- i. Admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. Irregularity in the process under the declared admission policy of the institution;
- iii. Refusal to admit in accordance with the declared admission policy of the institution
- iv. Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- v. Violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students

- vi. Demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- vii. Non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission
- viii. Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission from time to time
- ix. Delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission
- x. Non-transparent or unfair practices adopted by the institution for the evaluation of students
- xi. Denial of quality education as promised at the time of admission or required to be provided
- xii. Non-publication of prospectus by the institution, in accordance with the provisions of these regulations
- xiii. Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- xiv. Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force
- xv. Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories
- xvi. Harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.
- xvii. Any action initiated/taken contrary to the statutes, ordinances, rules, regulations or guidelines of the institution and
- xviii. Any action initiated/taken contrary to the regulations and/or guidelines by the commission and/or the regulatory body concerned

SCOPE: This policy is applicable to all the Under Graduate and Post Graduate students of PESUIMSR. The Committee deals with Grievances received from the students about any of the following matters:

Types of Grievance	Specification
Admission related	Serial number i to vi
Finance related	Serial number vi to viii
Academics & Examination	Serial number ix to xi
Amenities & Maintenance	Serial number xii to xiv
Other related issues	Serial number xv to xviii

GRIEVANCES REDRESSAL COMMITTEE [GRC]: Annexure 1

The committee will consider only formal grievances, received via email at grc@pesuimsr.pes.edu and deliver its best efforts in order to arrive at a right decision/amicable solution expeditiously.

PROCEDURE FOR FILING A COMPLAINT / GRIEVANCE

Initial effort from the students will be towards addressing the grievances to the respective In-charge/Heads. If not resolved at that level, it should be brought to the notice of the committee for redressal.

1. Students are hereby instructed to send their grievances to the mail ID grc@pesuimsr.pes.edu
2. After receiving the grievance via email, secretary will inform the coordinator and the same will be discussed with the chairperson so as to assess the urgency of the grievance.

Following which grievance will be classified accordingly

- a) High priority - To be addressed within 24-48 hrs. with a minimum quorum of 3 members

- b) Intermediate priority - To be addressed within 7 working days with a minimum quorum of 3 members
 - c) Low priority - To be addressed within 15 working days with a minimum quorum of 3 members
3. GRC shall fix a date for hearing the complaint from the student and resolve the issue as per the policy guidelines
 4. Grievances not resolved by GRC can be addressed to the ombudsman, who shall make all efforts to resolve the grievance within a period of 30 days of receiving the appeal
 5. In case of false or frivolous complaint, the Committee may take appropriate action against the complainant.

GENERAL GUIDELINES:

The grievance must always be in the form of a detailed written complaint submitted via email to grc@pesuimsr.pes.edu within 15 days from the date of occurrence of the event giving rise to the grievance. However, the University may extend this time frame where a delay is due to circumstances beyond control of aggrieved person such as illness, etc.

No proxy will be allowed: The aggrieved student shall have to apply individually and represent his/her case before the Grievance Redressal Committee – in other words no proxy will be allowed to represent his/her case

Confidentiality: PESUIMSR shall maintain confidentiality of information shared throughout the grievance process. All information collected will be treated as confidential and will not be disclosed to third parties without the consent of the parties involved. However, disclosures may be required for the purpose of fact-finding or efforts to resolve the grievance. Parties involved in the grievance process will also have to maintain the confidentiality of the information discussed during the fact-finding process and the identity of the grievant.

Exclusions: The following complaints/grievances shall not be construed by the Grievance Redressal Cell for consideration and disposal:

- Decisions of the Academic Council/Academic Committees constituted by PES University of Medical Sciences & Research
- Complaints involving policy matters in which the grievant has not been affected directly/indirectly.
- Decisions with regard to disciplinary matters and misconduct.
- Decisions by competent authority on assessment and examination result / revaluation or remarking of answer sheets.
- Anonymous and frivolous complaints will not be entertained / processed.

DEAN
PESUMSR

ANNEXURE – 1



PESU INSTITUTE OF MEDICAL SCIENCES & RESEARCH

KONAPPANA AGRAHARA, ELECTRONIC CITY, BENGALURU, KARNATAKA 560100

PESUIMSR/ESTAB/10/2023-24

Date: 28-09-2023

The Grievance redressal committee of the institution is constituted with the following faculty as its members, headed by its Chairperson, Coordinator and Ombudsperson, to take care of its functioning.

Details of Ombudsperson is as follows,

Name: Dr. K V Narayana Swamy

Mobile No: 9980852708

Email Id: registrar@atriauniversity.edu.in

GRIEVANCE REDRESSAL COMMITTEE

Sl. No.	Faculty Name	Designation & Department	Committee Designation	E-mail & Phone number
1	Dr. T.R. Hariprasad	Professor, Dean & Principal, Dept. of General Surgery	Chairperson	9741006327 hariprasadtaluru@gmail.com
2	Dr. N Nagendra Prasad	Professor & Vice Principal, Dept. of OBG	Member	8762898443 nagendrampbs@gmail.com
3	Dr. Sudeepa D.	Professor & Head, Dept. of Community Medicine	Coordinator	9886940299 sudeepa76@gmail.com
4	Dr. C.Chandrashekaraiiah	Professor & Head, Dept. of Forensic Medicine	Member	9844074581 shashichandrashekaraiiah@yahoo.com
5	Dr. Prakash R	Professor & Head, Dept. of Microbiology	Member	9916819463 prakashssmc@gmail.com
6	Dr. Raksha Hebbar	Associate Professor, Dept. of Physiology	Member	9945865422 rakshaditi@gmail.com

-1 and
28/09/23
DEAN & PRINCIPAL

Dean & Principal

PESU Institute of Medical Sciences and Research

Hosur Road, Electronic City

Bengaluru-560100

Copy to:

The Office of the Vice Chancellor – PES University
The Registrar - PES University
The Medical Director / Associate Medical Director
The Vice Principal - PESUIMSR
The Medical Superintendent – PESUIMSR
The Coordinator & Committee members
Office Copy

ANNEXURE - 2

FORMAL GRIEVANCE REGISTRATION FORMAT

Grievant's Profile

Name:.....

Institutional ID:.....

Gender : Male/Female

Phone:.....

Email:.....

Grievance Details

Type of Grievance

- Admission related
- Finance related
- Academics & Examination's
- Amenities & Maintenance
- Other related issues

Date of Occurrence:.....
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Note: Must be filed within 15 working Days

Have you discussed this issue with your Mentor and/or HOD/ Director/Controlling Officer?

Ye

No

Not applicable

Mentor's/HoD's/Director's/
Controlling officer's

Name:.....

Phone:

Issue of Grievance: (Describe what happened, when and where, how your student experience or employment has been affected, and indicate names of others involved. Attach any supporting documentation.)

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Action Requested: Indicate the action(s) that would resolve your grievance.

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I declare that the information provided by me is true and factual to the best of my knowledge.

Date:

Grievant Signature:

