



Dolphin (PG) Institute
of Biomedical & Natural Sciences
An Autonomous Institute



**Policy Document
for
Grievance Redressal
of Students**

Dolphin (PG) Institute of Biomedical & Natural Sciences
VPO- Manduwala, Chakrata Road, Dehradun, Uttarakhand

Policy Document for Grievances Redressal of students

In accordance with the guidelines issued by university grants commission and in supersession of existing guidelines on the subject issued from time to time, Dolphin (PG) Institute of Biomedical and Natural Sciences, here by formulates the following regulations :-

1. Short title and commencement

- a. These regulations shall be called as the DIBNS (Grievances redressal of students) regulations, 2024.
- b. These regulations shall come into force with immediate effect.

2. Definitions

In these regulations under the context otherwise requires

- a. “Aggrieved student” means a student who has any complaint in the matters concerned with the Grievances defined under these regulations and includes an existing student or person seeking admission to any program / course run by the institute.
- b. “Declared admission policy” means such policy for admission to a program of study as maybe offered by the institution and published in the prospectus of the college.
- c. “Grievances redressal committee” means committee constituted under these regulations.
- d. The appellate authority under the policy shall be the Principal of the institute.

3. Objectives

The policy of students grievances redressal policy has been framed with the objective to provide a definite platform to the students of the institute to air their grievance and get suitable and unbiased resolution to his/her grievance.

4. What constitute grievance

Grievance include the following complaints of the aggrieved students namely

- I. Making admissions in contravention of the declared admission policy of the Institution.
- II. Irregularity in the admission process adopted by the institution.
- III. Refusing admission in accordance with the declared policy of the institution

- IV. Non publication of the prospectus (Either hard copy/ Online) as specified in these regulations.
- V. Publishing any information in the prospectus, this is false or misleading and not based on facts.
- VI. Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or any other document deposited with it by a student for the purpose of seeking admission in the institution.
- VII. Demand of money in excess of that specified in the declared admission policy to be charged by the institute.
- VIII. On provision of student amenities as may have been promised or required to be provided by the institution.
- IX. Non transparent or unfair evaluation practices.

5. Grievances redressal committee

The Grievances redressal committee shall be constituted by the head of the institution i.e Principal and the composition of the committee shall be as under.

- I. Senior faculty as Chairperson
- II. Two teaching faculty as member out of which one shall function as member secretary.
- III. Dean - students welfare council
- IV. Chief Proctor-
- V. Heads of concerned dept.
- VI. Two students as special invitee.
- VII. The tenure of the members of the committee shall be two years.

6. Quorum to convene meeting

The quorum of the meeting shall be minimum three members including chair person.

7. Notification

The competent authority of the institute with in a period of fifteen days from the date of implementation of the regulation shall intimate all the students of the institute about these regulations through any mode of communication including e- mail.

8. Procedural guidelines

- I. On receipt of any complaint the same shall be entered in the receipt register giving there in the date of receipt and receipt no., to be maintained by the member secretary of the committee.

- II. The member secretary shall immediately fix the date, time and venue for personal hearing for the aggrieved student and the same shall be intimated to all the committee members and the aggrieved student.
- III. On the date of hearing the aggrieved student should be given the due opportunity to present and explain his grievance.
- IV. The aggrieved student may also be allowed, if he so desires, to seek the support of any one of the fellow students from the institute. The support of the student outside the institute shall not be permitted.
- V. The proceedings of the case must be noted down under the signatures of all the parties present in the proceedings.
- VI. Once the proceedings are over, the chair person along with other members present in the proceedings shall give the final verdict. However, before awarding the verdict the members must ensure that the aggrieved student has been given due opportunity to express his grievance to ensure the principal of natural justice and all the material facts placed before the committee members have been considered thoroughly and judiciously.
- VII. The final verdict be advised to the aggrieved student for his/her reference and record.
- VIII. In case the aggrieved student is not satisfied with the verdict of the committee members, such student has the right to go in for appeal against the verdict before the appellate authority.
- IX. The appellate authority shall within maximum seven days dispose off appeal on merits after giving opportunity of personal hearing to the aggrieved student.
- X. In case the aggrieved student still not satisfied with the verdict of the appellate authority, such student may approach the Ombudsman appointed by the university.
- XI. It may be noted by the constituents of grievances redressal committee that the complaints of the students must be redressed maximum within a period of seven days from the receipt of the complaint. It should also be the endeavor of the members that the complainant is satisfied with the resolution and the necessary satisfaction letter be obtained and placed on record.