



Grievance Redressal Regulations – SCTIMST

The Director of Sree Chitra Tirunal Institute for Medical Sciences and Technology vide Order no. SCTIMST/DAA/1/3/2017 dated 21/02/2017 constituted a Student Grievance Redressal Committee (SGRC) with immediate effect, on par with the UGC Notification F. No. 14-4/2012(CPPII), December 2012.

Members of the SGRC constituted vide this order have, based on the Grievance Redressal Regulations contained in the UGC Notification F. No. 14-4/2012 (CPPII), December 2012 and discussions in its meetings conducted between April and September 2017, developed this draft Grievance Redressal procedures for perusal by the DAA and approval with suitable modifications, if any.

1. Role and mandate of the SGRC

- a) The Grievance Redressal Committee shall have a term of two years.
- b) The purpose of the SGRC is to resolve problems faced by students in their interactions with the administration, with other students, with faculty members or with other staff members of SCTIMST.
- c) The definition of 'grievance' under these regulations is adapted from those specified in the UGC Notification F. No. 14-4/2012(CPPII), December 2012, and is presented in Annex. 1.
- d) The SGRC is authorised to take up cases of any formally admitted student of SCTIMST, on the basis of a written submission by the concerned student or his/her authorised representative. For the purpose of this document, 'student' refers to students admitted to the various degree, diploma and postdoctoral and other certificate courses conducted by SCTIMST including junior and senior resident doctors admitted to MD, PDCC, DM and MCh programs.

- e) The SGRC will rely on the definition of grievance as contained in Annex 1 and on the Codes of Practice and rules and regulations of the institution, to decide whether there is merit regarding the grievance submitted by a student.
- f) The SGRC is meant to be the last recourse after the student has approached other authorities concerned (e.g., the Head of Department (HOD), Guide, the Hostel Warden, the Associate Dean Student Affairs/ PhD Program/ Health Sciences, Deputy Registrar/ Registrar, members of the Doctoral Advisory Committee in the case of Ph.D. students). Annex 2 presents guidelines for Conflict resolution prior to approaching the SGRC. However, should the student not feel comfortable approaching any of these others, or if he/she has a grievance directly against the administrators including HOD, Deputy registrar, Registrar, Associate Deans or Dean, they would not be precluded from registering a grievance with the SGRC directly.
- g) In exceptional circumstances where the concerned student does not want to register a grievance by himself/herself, the grievance may be registered on his/her behalf by another student, the parent or legal guardian of the student or a concerned person from SCTIMST. In these situations, the SGRC will contact the aggrieved student and proceed with the grievance redressal only with his/her written consent.
- h) The task of the SGRC is to listen to all parties concerned and resolve the matter amicably, and when that seems impossible, to find a solution that would be the course of least damage from the student's point of view. Its role is that of mediation and conflict resolution, and its recommendations will be in the nature of positive actions to be taken by relevant parties.
- i) The mandate of the SGRC does not include fixing responsibility as to who is at fault or recommending disciplinary action against either party.

2. Procedure for registering a grievance with the SGRC

In case the problem is not resolved in the specified time at the level of authorities (as specified in the guidelines in Annex – 2), the student may submit the complaint in the form available on the intranet site of SCTIMST to the Student's grievance redressal committee (SGRC). Annex – 3 presents a copy of the form. Submission of the soft copy of the duly filled form and

relevant background documents (e.g., the original letter of complaint from the student to any concerned authority, the decision letter of concerned authority and/or that of the Academic division) may be made to the Chairperson, SGRC.

3. Procedures for Grievance Redressal

- a) The grievance submitted as soft / hard copy will be registered by the Chairperson of SGRC.
- b) The registered grievance form along with background documents will be received online by the Chairperson of SGRC.
- c) The Chairperson of SGRC, in consultation with all members of the committee, shall appoint within one week (as far as possible) a two-member sub-committee from among members of the SGRC to study the merits of the grievance and decide whether to go forward to attempt redressal. In case the chairperson or the member feels that there will be conflict of interest, he/she should not be part of the sub-committee.
- d) Within seven working days after deciding to admit the grievance the SGRC will provide a copy of the grievance received to the person or the office/ Division against whom the complaint has been made, for furnishing his/her/its response within seven working days.
- e) The SGRC shall fix a date for hearing the complaint which shall be communicated to the concerned parties either in writing or electronically, as may be feasible.
- f) An aggrieved student may appear either in person or represented by an authorised person to present his/her case. The person or persons against whom the grievance is addressed are expected to be present in person. If the implied individual's physical presence is not possible due to genuine reasons, a detailed written response to the grievance in lieu of oral testimony may be accepted. Discussions may also be conducted with other parties connected to the grievance, such as witnesses, as decided by the SGRC.
- g) The SGRC shall be guided by the principles of natural justice while

hearing the grievance. It will study all the existing rules (pertaining to the complaint) of the institute and refer to the relevant Codes of Practice. Any similar precedent case & decision taken by the Academic Administration / Statutory Body will be studied. Assistance from external experts may be sought if this is felt to be necessary.

- h) Confidentiality of information and discussion will be maintained throughout the process.
- i) The SGRC shall ensure disposal of every application as speedily as possible, but not later than two months of receipt of the grievance.
- j) The institution shall direct the concerned parties to co-operate with the SGRC in redressal of grievances, as and when required.
- k) Prior to the finalisation of its report to the director, the SGRC shall share with the concerned parties its documentation of their testimonies and obtain their endorsement of the same.
- l) On the conclusion of proceedings, the SGRC shall submit to the Director through the Dean, its final Report duly endorsed by all its members. The final report will constitute justifications for arriving at the conclusions and SGRC recommendations as may be deemed fit to redress the grievance and arrive at an amicable settlement of the issue.
- m) With comments of the director, a copy of the Final Report of the SGRC, duly signed by all its members, shall be provided to the aggrieved person and to the persons/ office/Division against whom the complaint was made.

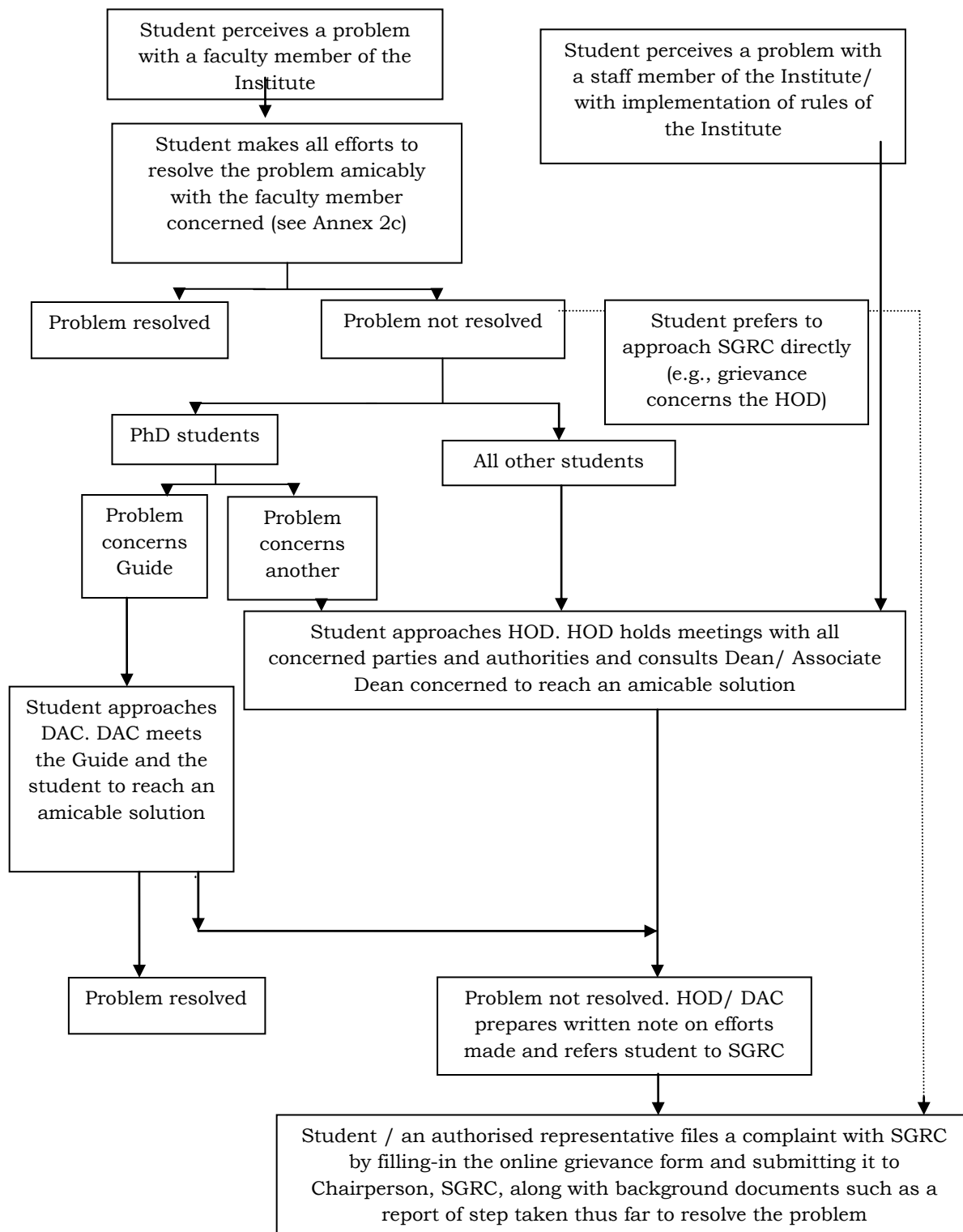
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**Annex 1. The definition of “Grievances” applicable for
submitting complaints to the Students’ Grievance Redressal
Committee of SCTIMST (adapted from UGC definition)**

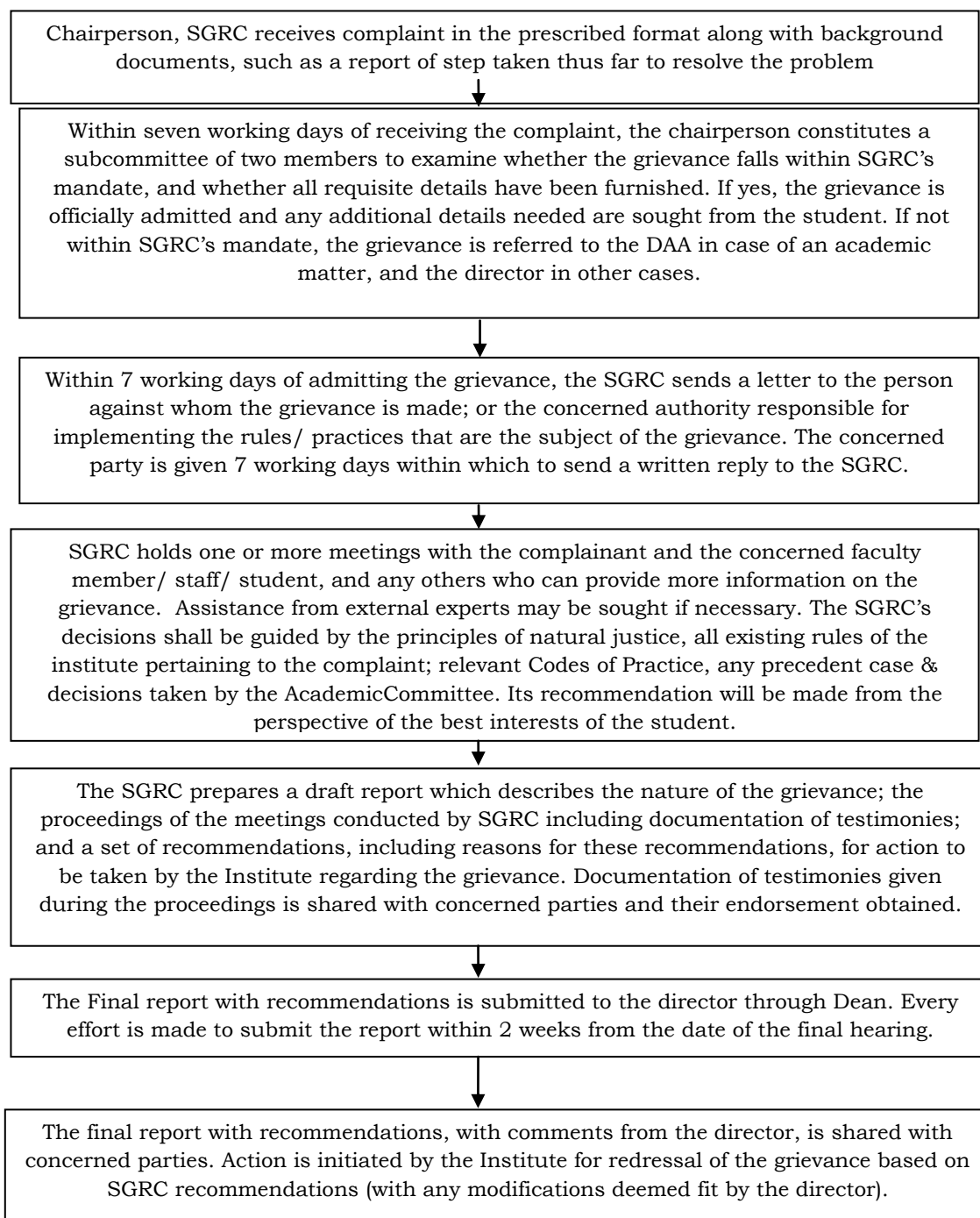
“Grievances include the following complaints by an aggrieved student of the institute:

- i) Non-publication of updated prospectus at the time of calling for applications for various courses/ programs;
- ii) Publication of any information in the prospectus that is not based on facts or does not reflect actual practice;
- iii) Withholding of or refusal to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in the Institute, with a view to induce or compel such a person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue;
- iv) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by the Institute;
- v) Alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
- vi) Non-payment or delay in payment of Institute fellowships or salaries as committed by the Institute at the time of the student’s admission;
- vii) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- viii) Failure to provide student amenities as may have been promised, or required to be provided by the Institute for conduct of a specific academic course or Program;
- ix) Denial of quality education as promised at the time of admission or required to be provided;
- x) Non-transparent or unfair student evaluation practices pertaining to clinical and academic performance of a student;
- xi) Harassment and victimisation of students by a faculty member, staff or other students of the Institute.

Annex 2a.SOP FOR STUDENT GRIEVANCES: BEFORE REACHING THE SGRC



Annex 2b. SOP FOR STUDENT GRIEVANCES: AFTER FILING A COMPLAINT WITH THE SGRC



Annex 2c. Step – by – Step Guide to Early and Informal Conflict Resolution¹

Given the intense nature of faculty-student relationship, problems are likely to arise from time to time. Ideally, attempts to resolve problems or concerns happen as early and informally as possible. With that guiding principle in mind, it is better not to wait for things to get out of hand. Failing to address problems in their early stages will often lead to increased feelings of frustration which will make the problem more difficult to resolve. It is often useful to think of conflict-resolution as a step-by-step process and to begin by discussing your concerns with the person involved.

The following steps are meant for two people who have a problem to try and resolve it; however, it may be suitably adapted for meetings where there is a mediator present. The role of the mediator would be to facilitate a meeting that happens as described below.

Before the Meeting:

- Avoid the temptation to deal with issues over email. Face to face meetings usually generate better resolutions and miscommunications are less likely to occur.
- Allow sufficient time for your meeting. Effective problem-solving takes time, so make sure that you block-off enough time to have a good discussion.
- Prepare for the meeting by making notes before-hand. Ask yourself, what are my key areas of problem/ concern/ difficulty with the other party? What do I need from the student/ faculty member, to enable you to overcome this problem/ difficulty? What issues do you need to resolve right-away?

During the Meeting:

- Be prepared to state clearly what you need. The other party is not a mind-reader. It is your responsibility to clearly and politely state what you need him/ her to do in order for the problem to be resolved.

¹ <http://www.uwo.ca/ombuds/student/relations-supervisor.html>

- Listen to the other person's side carefully and respectfully. Do not argue your position without knowing "why" the other person did/ does in the way they did/do. Asking "why" and "why-not" will help you understand where the other person is coming from and can help develop a common incentive for resolution based on having both sets of interests satisfied.
- If miscommunication is a problem between you and the student/ faculty member, try to find out why this is happening. Are you unknowingly contributing to the problem through words or gestures? Remember – you cannot control other people's behaviour but you can control your own.
- Identify solutions: Once both of you have articulated your problem(s), try to come up with some problem-solving strategies that work for both of you. For example, if receiving timely feedback is an issue, then can the faculty member provide more frequent feedback? If it is a question of unrealistic expectations, can the two of you agree on expectations that each of you can live with and hope to meet? Finding an appropriate solution may need some negotiation, but a solution that both parties mutually arrive at is more likely to work than one that is imposed from above.
- Avoid getting emotional and keep your temper under control. Do not react to any angry statements by the other person and say things that you will regret later.

After the meeting:

- Summarize the key points made during the meeting. It is important to make sure that none of the discussion has been lost; and that both parties have come to some kind of an agreement about how the two of you will try to resolve the issues you have identified. Some people find it helpful to put in writing a plan of action on the basis of the meeting.

Annex 3. FORMAT FOR COMPLAINT SUBMISSION TO SGRC

1	Name of Complainant	:	
2	Relationship to the student/ Resident (if the complainant is representing the student)	:	
3	Department/section of the student	:	
4	Phone number Email id	: :	
5	Work address	:	
6	Residential address	:	
7	The summary of grievance (less than 50 words)		
8	Have you / the student reported the grievance to any Faculty, Staff member or your fellow students? If yes, kindly mention the name of the person (s).	:	Yes/No

9	Have you / the student discussed the matter with your Guide/HOD or any other appropriate authority? If yes, what was the outcome?	:	Yes/No
10	What is your expected solution to the problem?		

Declaration: (√ the appropriate box)

- The above-reported grievance has truly affected me as a student of this Institute ☐
- The above-reported grievance has truly affected the person on whose behalf this complaints being filed by me ☐

Signature :

Name :

Date :