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Recognized by Dental Council of India, Ministry of Health & Family Welfare, Govt. of India.  
Affiliated to Kaloji Narayanarao University of Health Sciences, Warangal, Telangana.

NO.MRDCW/Policy/APR-2018/05

## INSTITUTION POLICY DOCUMENT OF GRIEVANCE REDRESSAL

### INTRODUCTION

The Grievance Redressal Committee (GRC) at MRDCW (Malla Reddy Dental College for Women) is dedicated to addressing complaints lodged by students and resolving them promptly. Students can express their grievances on academic and non-academic matters within the campus through the online portal or the physical grievance/suggestion box. MRDCW is committed to resolving student grievances within a specified timeframe.

### SCOPE OF GRC

**Academic Matters:** MRDCW is crucially involved in handling issues pertaining to the issuance of duplicate Mark-sheets, Transfer Certificates, Conduct Certificate and other examination-related documents. The department ensures the accuracy, legality and timeliness of these documents, playing a pivotal role in maintaining the integrity of academic records.

**Financial Matters:** MRDCW also oversees financial transactions related to dues and payments for various services, such as library fines, hostel fees and other academic-related expenses. Ensuring transparency and accountability in financial matters is a key responsibility of this department.

**Other Matters:** In addition to academic and financial concerns, MRDCW addresses miscellaneous issues such as sanitation conditions, food preparation standards, availability of transportation facilities and instances of perceived mistreatment or bias by faculty members. These matters are handled with sensitivity and diligence to maintain a conducive and fair academic environment for all stakeholders.

### Functions

The MRDCW (Malla Reddy Dental College for Women) assures swift attention to student grievances upon receiving written complaints. These cases undergo formal review by the cell,



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which then proceeds in accordance with the established Management policy. Regular reports detailing the cases addressed and any pending matters requiring higher authority's direction and guidance are submitted to the appropriate authority.

### **GRIEVANCE PROCEDURE AT MRDCW**

1. The grievance form is available at the MRDCW office. Handwritten grievances can be submitted by dropping them into the grievance box.
2. Complaints can be submitted in writing or electronically.
3. The aggrieved person has the option to appear in person to discuss their grievance.
4. If grievances from other committees remain unresolved, they will be forwarded to the Grievance Redressal Committee.
5. The committee adheres to established principles and endeavors to resolve issues promptly within 15 days.
6. Copies of every order are provided to the aggrieved person.



**FLOWCHART OF GRIEVANCE PROCEDURE AT MRDCW**

