



**D Y PATIL**  
DEEMED TO BE  
UNIVERSITY  
SCHOOL OF  
DENTISTRY  
NAVI MUMBAI

## **Action Taken**

It was decided that Grievances related to fees will be taken up only if the relevant financial documents like demand drafts etc are attached.



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## **Action Taken**

It was decided that as per the discussion in the meeting all members agree for students representative, were satisfied with the academic initiatives of the institution in this academic year. As per the discussion in the meeting all members are agreeing to organize student centered programs are mostly conducted based on the student's suggestions. Decision taken that students must always carry and wear their College Identity Cards; the ID cards must be displayed at the College gates & whenever asked for. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.



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## **Action Taken**

It was approved by all the members that the Grievance redressal committee becomes part of the structure of the school and that it is involved in all aspects of school life.

All members discussed and agree for suggestion box installation proposal has been accepted in the meeting so that students may feel free to put up a grievance in writing available in the department. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.



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## **Action Taken**

It was decided anyone with a genuine grievance may approach the department members in person, or in consultation with the class in-charge.

- In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent to officer in-charge of Students' Grievance Cell.
- However, no grievance was reported during this session.



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### **Action Taken**

It was decided by the members to monitor and evaluate the development of the students on regular intervals. The cases will be attended promptly on receipt of written grievances from the students. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.

In this case, an Integrated Clinic Programme was proposed to the Head of the Institute to help the students continue working for 6 months to 1 year of duration to further improve their clinical skills.



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## **Action Taken**

It was discussed and approved to keep track of all the grievance that has been received. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

- The student was guided and allowed to get their paper re-evaluated. The marks obtained after re-evaluation were considered final and binding.



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## **Action Taken**

It was approved to have small workshops and seminars throughout the year, which needs to be planed and managed.

Student Scientific Committee was designated with a goal to organize and conduct more hands on workshops.



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## **Action Taken**

It was decided that all complaints should be resolved within a time frame by looking into its seriousness and by two-way approach. The result of the grievance will be informed to the complainant within the period defined. However, no grievances were reported during this session.



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## **Action Taken**

It was decided that each grievance shall be addressed by the relevant Chairperson of the Committee within a period of 30 days of the receipt of the grievance. In this case, the issue was taken up to the technical head and due measures were taken to resolve the issue.



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## **Action Taken**

It was approved that the relevant grievance redressal Committee shall arrive at a reasoned decision within 30 days of receipt of the grievance. All such decisions shall be based on the principles of natural justice (including giving the parties a reasonable opportunity to be heard) and be taken by majority vote of its members present. However, no grievance was reported during this session.



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## **Action Taken**

In the midst of the current pandemic, it was decided to postpone the student cultural programs to keep in line with the government regulations. However, a tentative schedule was asked to be kept ready for the same.



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## **Action Taken**

It was decided that a grievance redressal committee or other authority having powers of appeal shall dispose of an appeal within 30 days of receipt of the appeal. The decision of the grievance redressal committee or other authority with powers of appeal shall be taken by majority vote of its members. Such decision shall be given after following the principles of natural justice, including giving the parties a reasonable opportunity to be heard. The decision of the grievance redressal committee or other authority having powers of appeal shall be final and binding.

In this case, it was deemed fit to restart the said student cultural programs with due permission of the head of the institute.



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## **Action Taken**

The students requested to conduct diagnostic camps in order to find more number of patients for upcoming exams in large numbers. The committee has concluded to file a formal request regarding the same to the head of the institute and the Department of Public Health Dentistry and to resolve the said issue within 30 days of receipt of the complaint.



  
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