

Shri Vithalrao Joshi Charities Trust's

B. K. L. WALAWALKAR RURAL MEDICAL COLLEGE



Kasarwadi, At-Post Sawarda, Taluka Chiplun,
Dist. Ratnagiri - 415606. Maharashtra State, INDIA
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Student Grievance Redressal Committee Policy

BKLW Rural Medical College & Hospital ensure to establish harmonious learning environment & congenial working culture adopting fair practices hence formulated a mechanism of redressal of day-to-day grievances related to students.

1)Statement of Purpose

The purpose of this policy is to define the criteria and procedure of resolving the problems of its students.

2)Policy

Any undergraduate or postgraduate student of BKLW Rural Medical College & Hospital who has a grievance, has an access to grievance mechanism, where he/she can resolve their problem at the earliest, without any fear of reprisal.

3)Definitions

Grievance:

Defined as the dispute (i) between the students or (ii) between the student and the faculty or (iii) between the student and a non-teaching employee or (iv) between the student and the management / administrative branch of BKLW Rural Medical College & Hospital. It includes teaching - learning activities, inter-personal matters, etc.

Applicant:

The undergraduate or postgraduate student who has submitted a written grievance.

Respondent:

Grievance Redressal Committee (the chairman/convener is the signatory authority) or the Director.

Grievance Redressal Committee:

Committee with a designated chairman and secretary along with student representatives appointed to resolve grievances. Additional members may be included for a specific grievance, if the issue demands it.

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4) Categories of Grievances:

1. Grievance related to curricular planning & implementation
2. Grievance related to Extension and Extra-curricular aspect
3. Grievance related to infrastructural facilities and Maintenance
4. Grievance related to administrative incompetence
5. Grievance related to patient health care activities

5) Functions of the Grievance and Redressal Cell

1. Provides information about the Cell's objectives and mode of operation through the website and handbook.
2. Informs students of the process for registering of grievances in the Induction Programs.
3. Acknowledges and Analyzes the grievances.
4. Seeks a solution through decision-making process
5. Reports the grievances and records how they were redressed.

6. Procedure .

1. Any undergraduate or postgraduate student who is dissatisfied due to any grievance shall first seek to resolve it with the help of the appropriate Head of the Department by submitting a written grievance on the prescribed form within three days of the incident. This step may be skipped, if the grievance involves the Head of the Department.
2. The Head of the Department shall investigate, meet the student to resolve the issue and provide the response sheet within ten days of the incident.
3. If the applicant is not satisfied, the grievance in writing along with the response sheet shall be submitted to the Grievance Redressal Committee within 15 calendar days of the incident causing grievance.

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4. The Grievance Redressal Committee shall independently investigate, conduct meeting / hearing in the presence of applicant and respond in writing to the grievance within 20 calendar days of the written submission of the grievance.
5. If the applicant is not satisfied with the decision, he/she may submit the grievance in writing to the Director, describing the reasons for dissatisfaction, along with a copy of the previous decision from the Grievance Redressal Committee. The investigation and meeting / hearing will be completed and the written decision from the Office of Director will be communicated to the applicant within 30 calendar days of receiving the grievance.
6. If the grievance involves a member of the Grievance Redressal Committee, the student may submit the grievance directly to the office of Director.

7. What does not constitute as grievance?

Grievance redressal procedure is not applicable to personal conflicts, results of assessments, official disciplinary actions and reprimands.

8. When can the Committee or Director dismiss the grievance?

1. When the applicant fails to submit the grievance in the proper format and/or within the stipulated time.
2. If the applicant fails to attend any of the meeting set by the committee or Director despite prior notice.
3. If the student seeks withdrawal of grievance for any reason.
4. The applicant who has filed the grievance is no more studying at BKLW Rural Medical College & Hospital. If the person against whom the grievance is filed is no longer studying / working at BKLW Rural Medical College & Hospital, either the grievance may be dismissed / forwarded to the competent authority as the case maybe.
5. Committee or Director finds that the grievance is frivolous or the remedy sought cannot be granted.