BHARATI VIDYAPEETH

(Deemed to be University)

Accredited with 'A++' Grade (2024) by NAAC

Dental College and Hospital, Sangli

POLICY FOR

GRIEVANCE REDRESSAL

GRIEVANCE REDRESSAL POLICY

A Grievance is any discontent or dissatisfaction, whether valid or not, arising out of anything connected with the Institute that a student or an employee think, believes, or even feels, is unfair, unjust or inequitable.

Objectives:

a. Linking with a well-defined Grievance Redressal System to make it acceptable to all.

b. All actions should be prompt for better redressal of Grievance in a time bound manner.

c. To make the redressal process fair, impartial, consistent, with prior warnings and commensurate with gravity of indiscipline.

d. Aim should be on prevention of indiscipline rather than controlling through punitive measures.

Understanding the Grievance:

a. Open Door Policy: Grievance can be dropped in the Concerned Officer's room and talk informally over his/her grievance with the concerned officer. They may even present the grievance through the official contact numbers/ e-mail ID of the said officers or website. Grievances related to policy matters can be brought out in periodic meetings of relevant grievance committee, core committee..

b. Feedbacks: Anyone can register their general grievances pertaining to infrastructure, facilities, student section, hostel, teaching-learning etc. through the annual feedback.

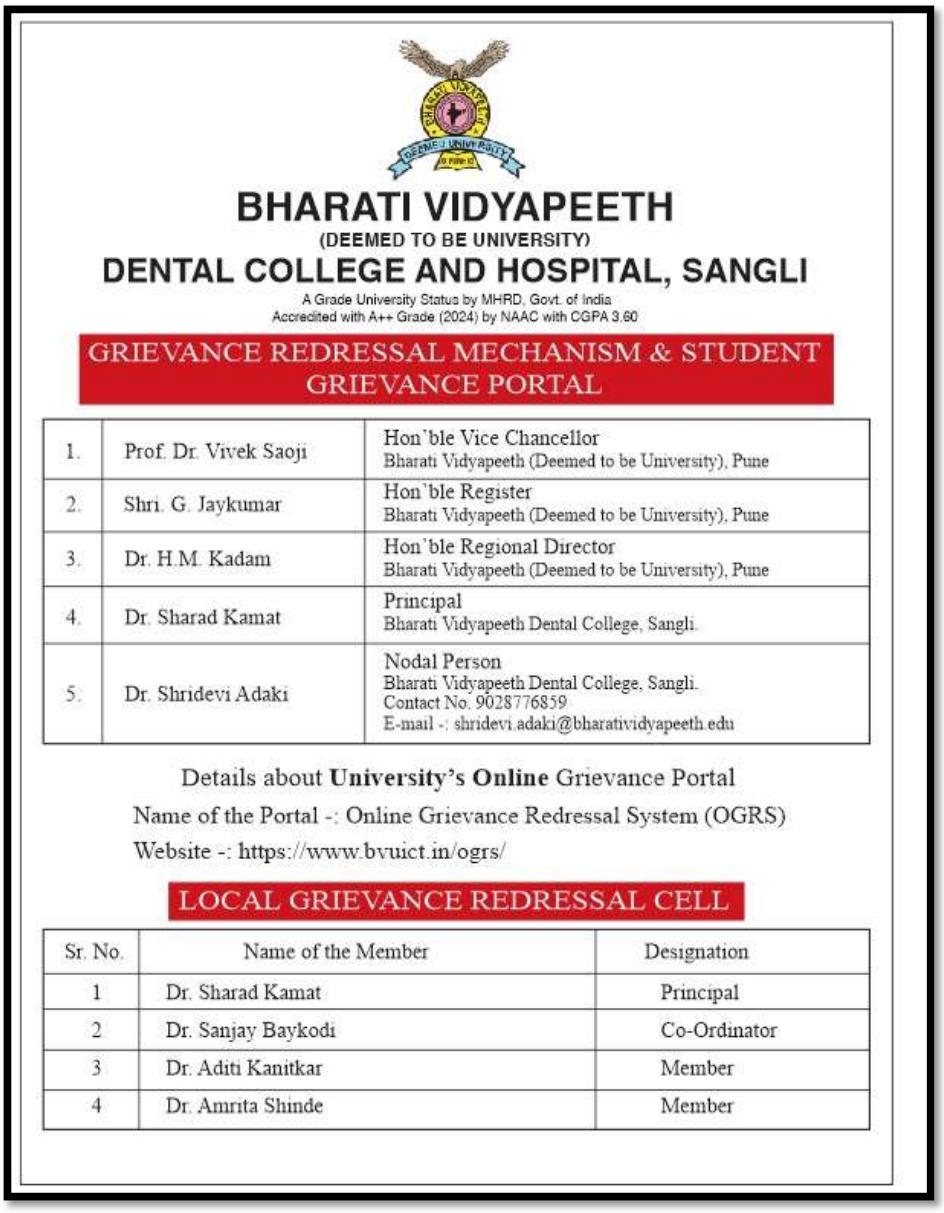
ONLINE GRIEVANCES THROUGH E-MAILS:

Grievances Redressal Cell is formed in order to keep the healthy working atmosphere among the staff, students & parents. This cell helps Staff, students & parents to record their complaints and solve their problems related to academics, resources and personal grievances. Ragging complaints will be handled as per Government guidelines. Woman harassment complaints will be handled as per Government guidelines by respective section. Impact of this system should be to uphold the dignity of the college by ensuring strife free atmosphere in the college by promoting cordial relationship among all the stake holders

Scope:
All the students, parents, teachers and non-teaching staff of BVDUDCH, Sangli can lodge their complaints or suggestions

Facility:
One hard board is placed at the entrance of the college premises. It shows the name and phone number of the authority person. The person concerned can personally approach and write e-mail to any member of the cell.

Grievances can be registered on the website http://ogrs.bvuict.in



BHARATI VIDYAPEETH
(DEEMED TO BE UNIVERSITY)
DENTAL COLLEGE AND HOSPITAL, SANGLI
A Grade University Status by MHRD, Govt. of India
Accredited with A++ Grade (2024) by NAAC with CGPA 3.60

GRIEVANCE REDRESSAL MECHANISM & STUDENT GRIEVANCE PORTAL

1.	Prof. Dr. Vivek Saoji	Hon'ble Vice Chancellor Bharati Vidyapeeth (Deemed to be University), Pune
2.	Shri. G. Jaykumar	Hon'ble Register Bharati Vidyapeeth (Deemed to be University), Pune
3.	Dr. H.M. Kadam	Hon'ble Regional Director Bharati Vidyapeeth (Deemed to be University), Pune
4.	Dr. Sharad Kamat	Principal Bharati Vidyapeeth Dental College, Sangli.
5.	Dr. Shridevi Adaki	Nodal Person Bharati Vidyapeeth Dental College, Sangli. Contact No. 9028776859 E-mail -: shridevi.adaki@bharatividyapeeth.edu

Details about **University's Online** Grievance Portal
Name of the Portal -: Online Grievance Redressal System (OGRS)
Website -: https://www.bvuict.in/ogrs/

LOCAL GRIEVANCE REDRESSAL CELL

Sr. No.	Name of the Member	Designation
1	Dr. Sharad Kamat	Principal
2	Dr. Sanjay Baykodi	Co-Ordinator
3	Dr. Aditi Kanitkar	Member
4	Dr. Amrita Shinde	Member

----------**End of Manual**----------