



# MADHA DENTAL COLLEGE & HOSPITAL

(A Christian Minority Institution)

(Recognised by the Dental Council of India, New Delhi (F.No.v.12017/75/2006-DE dt.01.11.2011)  
and affiliated to the Tamil Nadu Dr. M.G.R.Medical University, Chennai

Madha Nagar, Kindrathur, Chennai - 600 069. Ph.: 72739 01234, 72749 01234, Fax : 2478 0798  
E-Mail : info@madhadentalcollege.com Website : www.madhadentalcollege.com

Admin. Office : 1A, Chari Street, North Usman Road, T.Nagar, Chennai - 17. Ph : 2814 0212, Tele fax : 044-2814 0213

## EXAMINATION GRIEVANCE REDRESSAL COMMITTEE

### STANDARD OPERATING PROCEDURE

#### 1. Objective

The Examination Grievance Redressal Committee SOP aims to establish clear guidelines and procedures for addressing and resolving examination- related grievances raised by students within the dental college. It outlines the roles, responsibilities, and protocols to ensure a fair, transparent, and efficient grievance redressal process.

#### 2. Composition of the Examination Grievance Redressal Committee

The Examination Grievance Redressal Committee comprises key members responsible for overseeing the resolution of examination grievances. Members may include:

- Chairperson of the Examination Grievances Redressal Committee (Head of the Institution)
- Deputy chairperson (A senior faculty member)
- Faculty Representatives
- Administrative Staffs

S.No	Name	Designation/Department	Position held
1.	Dr. Sivakumar.G	Principal, Madha Dental College & Hospital	Chairperson
2.	Dr.C.S.Krishnan	Vice Principal  Madha Dental College and Hospital	Co-Chairperson
3.	Dr Satheesh.C	Professor, Department of Oral and Maxillofacial Surgery	Member
4.	Dr.Abilasha	Associate Professor, Department of Anatomy	Member
5.	Dr.Premila.D	Senior Lecturer, Department of Orthodontics and Dentofacial Orthopedics	Member

*Govardhan*

PRINCIPAL

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6.	Dr. Pavithra	Senior lecturer, Department of Oral Medicine and Radiology	Member
7.	Dr. Suganthi	Senior lecturer, Department of Prosthodontics and Crown and Bridge	Member

## Committee constitution:

The following will be the members of the Examination Grievance Redressal Committee with effect from 06/10/2023. The committee shall be effective for 3 years from the aforementioned date.

### 3. Roles and Responsibilities

#### 3.1 Chairperson/ Deputy Chairperson of the Examination Grievance Redressal Committee

Provide leadership and direction of the Grievance Redressal Committee

Oversee the examination grievance redressal process.

Represent the committee in discussions with college administration.

#### 3.2 Faculty Representatives

Review and investigate examination- related grievances raised by students.

Provide insights into the fairness and appropriateness of examination process.

Participate in discussion and decisions related to grievance resolution.

#### 3.3 Administrative Staff

Handle administrative tasks related to the grievance redressal process.

Maintain accurate records of grievance submissions, investigations, and resolutions.

Coordinate communication with relevant stakeholders.

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## 4. Functions

- Establish and unbiased consistent mechanism for redressal of varied issues faced by the students related to examination and its results.
- Accommodate the students to express their grievances/ problems freely without any fear of being victimized.
- Ensure that grievances are resolved promptly, objectively and with confidentiality.
- Faculty members guide the students about rechecking and reevaluation process.
- Scrutinize the revaluation forms and deal the examination related grievances in a transparent and efficient way.
- Assure the timely completion of the redressal after the necessary reviews.

## 5. Grievance Submission

### 5.1 Define Grievance Category

Clearly define the categories of examination- related grievances that can be submitted.

I include issues such as unfair evaluation, question paper discrepancies, or procedural errors

### 5.2 Establish Grievance Submission Procedures

Develop a user- friendly procedure for students to submit grievances.

Provide multiple channel for submission, including online forms and physical submissions.

### 5.3 Timeline for Grievance Submission

Establish clear timelines for submitting grievances, considering the examination calendar

Communicate submission deadlines to students through official channels.

## 6. Grievance Evaluation and Investigation

### 6.1 Initial Review

Conduct an initial review of the submitted grievance to determine its validity.

Verify that the grievance falls within the defined categories and adheres to submission guidelines.

### 6.2 Investigation

Form an investigation team to delve into the details of the grievance.

Collect relevant information, interview involved parties and examine evidence.

### 6.3 Faculty Input

Seek input from faculty members involved in the examination process.

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Consider their perspectives on the validity of the grievance and potential resolutions.

## 7. Decision- Making and Resolution

### 7.1 Schedule Meeting

Schedule committee meetings to discuss and make decisions on each grievance.

The committee shall formally meet the start of the academic year to plan for the activities of the aforementioned year.

The second meeting for the academic year shall be conducted at the end of the academic year to review the grievance redressal activites of the institution.

Meetings can be conducted formally/informally in case of emergencies and minutes of the informal meetings need not be maintained.

Ensure that the committee functions with fairness and impartiality.

**7.2 Quorum and voting**  
Establish quorum requirements for committee meetings.

Determine the voting procedures for deciding on grievance resolutions.

### 7.3 Resolution options

Identify potential resolutions, such as reevaluation of the answer script, reexamination, or other corrective measures.

Prioritize solutions based on the nature of the grievance.

### 7.4 Communications

Communicate the decision and resolution to the student who submitted the grievance.

Provide clear explanations for the committee's decisions.

## 8. Follow-up and implementation

### 8.1 Implementing Resolutions

Implement the decided-upon resolutions in a timely manner.

Co-ordinate with relevant departments or faculty to ensure the proper execution of the solutions.

### 8.2 Student notification

Notify the concerned students about the implemented resolutions.

Clarify any additional steps or instructions related to the resolution.

  
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## **9. Record keeping**

Maintain accurate and up-to-date records of grievance submissions, investigations and resolutions.

Archive documentation for auditing purposes and reporting requirements.

## **10. Communications**

Communicate grievance redressal procedures to students, faculty and staff.

Provide regular updates on the status of ongoing grievances and resolutions.

## **11. Review and Revision**

Periodically review the SOP to ensure its relevance and effectiveness.

Revise the SOP as needed to accommodate changes in grievance redressal policies or regulation.

## **11. Approval**

The SOP is approved by the principal or relevant academic authority and will be reviewed annually or as needed.

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