Ref No: KMCT/DC/C/2027/108 Dated: 01/06/2026

GRCS- Policy Amendment

GRIEVANCE REDRESSAL COMMITTEE FOR STUDENTS OF

KMCT DENTAL COLLEGE, MANASSERY, KOZHIKODE-673602

(Constituted as per Ref No. KMCT/DC/C/2027/108 Dated: 01/06/2026)

1.0 Introduction

1.1 In order to maintain a peace and harmony in the college & campus, a properly functioning Grievance Redressal Committee is essential.

1.2 The committee should ensure that the students feel protected and cared for, while they are in the campus.

2.0. Purpose & Scope of the Grievance Redressal Committee of KMCT DENTAL COLLEGE (here in after mentioned as KMCT DENTAL COLLEGE GRCS)

2.1 The KMCT DENTAL GRCS aims at being a link between the students, faculty, and College administration.

2.2 The KMCT DENTAL GRCS will promote timely, impartial and transparent redressal of the grievances of the students in a confidential manner.

2.3 The KMCT DENTAL GRCS will strive to keep the dignity of the college high by ensuring conflict free atmosphere in the College by promoting good student-student relationship and student-teacher relationship.

2.4 The KMCT DENTAL GRCS will address grievances of the students pertaining to college, class, campus, hostel & food.

2.5 The KMCT DENTAL GRCS will ensure an opportunity to put forward grievances without the fear of victimization.

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3. 0 Exclusions

The KMCT DENTAL GRCS shall not entertain the following issues:

3.1 Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by Kerala University of Health Sciences (KUHS)

3.2 Decisions with regard to award of scholarship, fee concessions, medals, etc.

3.3 Decisions made by the KUHS with regard to disciplinary matters and misconduct

3.4 Decisions of the KUHS or DCI about admissions in any courses offered by the college

3.5 Decisions by competent authority on assessment and examination result

3.6 Matters under the purview of anti-ragging committee & disciplinary committee

3.7 Any grievances against Principal, Director or Chairman of the College

3.8 Decisions taken by Principal, Director or Chairman with respect to college administration

4.0 Constitution of the KMCT DENTAL GRCS

4.1 The members of the KMCT DENTAL GRCS will be appointed by the Principal as per the guidelines laid down by the KUHS.

4.2

Sl. No	Position as per KUHS norms	Name	Designation	Mobile No & Email ID
1	Chairperson	Dr. Santhosh.V.C	Professor	9447653315 & grcs@kmctdentalcollege.org santhosh@kmctdentalcollege.org
2	Secretary	Dr. Usha Balan	Senior female faculty	9746590178 & dr.ushabalan@kmctdentalcollege.org grcs@kmctdentalcollege.org
	Member	Dr.Asif Ismail	Representative faculty	7025672828 & dr.asif@kmctdentalcollege.org

3	Member	Mr.Arron Varghese	College Union Chairman	arronvarghese007@gmail.com9400654266
4	Member	Ms.Raeesa Fazal	College Union Chairperson	7510671768 raeesa.fr@gmail.com
5	Member	Dr. Athul B	University Union Councilor(PG)	8606088056 drathulbalakrishnan@gmail.com
6	Member	Ms. Hariprasad KN	University Union Councilor(UG)	8921281094 hariprasadhere@gmail.com
7	Member	Boys Hostel: Murali Girls Hostel 1: Ms. Vasantha LH4 : Ms. Shobitha LH5: Shobhana P	Hostel Warden/Asst. Warden	9605635652 8592871432 9746296879 9539334720 & dental@kmct.edu.in
8	Member	Dr. Swapna.C Dr. Mayeesh Radhakrishnan	SSGP Nodal Officers	9447218893 & swapna@kmctdentalcollege.org ssgc@kmctdentalcollege.org 9947871888 & mayeeshradhakrishna@kmctdentalcollege.org ssgc@kmctdentalcollege.org
9	Member	Mr.Shaji T.Koshy	PTA Representative	9961110243 shaji.cladtech@gmail.com
10	Student Members	Ms.Ayesha Farzana Mr.Fawaz Ms.Malavika Mr.Anashwar		dental@kmct.edu.in 8089735907 8078466671 8078009996 7593008911

4.3 In the absence of a Chairperson, the secretary will be the acting chairperson.

4.4 The tenure of the KMCT DENTAL GRCS will be one year. The KMCT DENTAL GRCS should be reconstituted in the beginning of every academic year. To maintain continuity in the operations of the Committee, at least fifty percentage of the membership shall be retained while renewing the committee members.

4.5 Absence of a member for three consecutive meetings without valid reasons may lead to a replacement by the Appointing Authority.

4.6 A member may resign after giving at least one month's notice to the appointing authority. The Committee may recommend to the appointing authority for a replacement.

4.7 All the members of KMCT DENTAL GRCS are to abide strict confidentiality in the matters pertaining to the KMCT DENTAL GRCS. Any default in this regard may be viewed seriously and may become a ground for removal from the KMCT DENTAL GRCS.

5.0 Terms of reference of KMCT DENTAL GRCS

5.1. The KMCT DENTAL GRCS shall consider the grievances of only the students (both undergraduate & postgraduate).

5.1.1 Information regarding the functioning of KMCT DENTAL GRCS will be disseminated to the students through notice boards in the College office and hostels. The SOP and other details of the KMCT DENTAL GRCS will be put up in the college website.

5.1.2 The aggrieved students can submit their grievances either directly in writing to the Secretary of KMCT DENTAL GRCS, through email, what's app or deposit in the complaint box earmarked for this purpose.

5.1.3 The email id of KMCT DENTAL GRCS is **grcs@kmctdentalcollege.org**

5.1.4 The postal address for submitting grievances is The Secretary, Grievance Redressal Committee for Students, KMCT Dental College, Manassery, Kozhikode-673602.

5.1.5 Complaint boxes shall be kept in the College lobby, Ladies' Hostel & Men's Hostel. The key for the complaint boxes will be in safe custody of the Secretary. These boxes will be opened by the Secretary every Friday afternoon, in the presence of at least two members of the KMCT DENTAL GRCS of whom one will be a student representative.

5.1.6 The Secretary will make a list of all the complaints received in a month and will present in the forthcoming meeting of the KMCT DENTAL GRCS.

5.1.7 The Secretary will send letters to the persons against whom the grievance is made and solicit their explanation on the grievance.

5.1.8 Anonymous grievances will also be considered by the KMCT DENTAL GRCS with due importance.

5.2 The KMCT DENTAL GRCS will conduct monthly meetings for redressal of the grievances.

5.2.1 The meetings of the KMCT DENTAL GRCS will be conducted on the third Friday of every month. If the third Friday is a holiday, then the meeting will be held in the following Monday. If the number of grievances obtained in a month are too many, then an additional meeting will be held on the

fourth Friday. Additional meetings, if required, will be convened depending on the gravity and the emergency nature of the grievance.

5.2.2 The Secretary will send invitation of the meeting to the members of KMCT DENTAL GRCS after deciding the time & venue in consultation with the Chairperson.

5.2.3 The Secretary will prepare the agenda and circulate it among the members of KMCT DENTAL GRCS at the time of invitation.

5.2.4 The quorum for the meeting is fifty percentage and at least one student representative need to be present for the fulfilment of the quorum. Although it is recommended that members be physically present, if physical presence is not possible, a member may be considered present if they participate through teleconference, provided the member has received all pertinent material prior to the meeting, must be able to participate actively and equally in all discussions, and their participation in that manner will be so noted in the minutes.

5.2.5 The Secretary will send formal invitation to the aggrieved students to be present during the meeting of the KMCT DENTAL GRCS. If the grievance is made against another student, then that student will also be invited to the meeting. If the grievance is submitted by a group of students (mass petition), then they will be asked to choose a representative to attend the meeting.

5.2.6 The Chairperson of KMCT DENTAL GRCS will preside over the meeting and the Secretary will present the agenda of the meeting and the Minutes of the previous meeting.

5.2.7 With the permission of the Chairperson, the grievance from the aggrieved student and the explanation received from the person against whom the grievance is made, will be read out by the Secretary/ one of the members and a preliminary discussion will be done by the members.

5.2.8 The members of KMCT DENTAL GRCS may summon and obtain any clarifications from the aggrieved student's and the person against whom the grievance is made, if necessary.

5.2.9 If the persons against whom the grievance is made do not cooperate with the proceedings, then the matter will be forwarded to the College Council for Management.

5.2.10 If the Chairperson feels that the grievance requires detailed investigation, then he can constitute a subcommittee from among the members along with an external technical expert and the subcommittee has to submit the report to the Chairperson within one week. This report will be discussed in the subsequent meeting and a final recommendation will be made.

5.2.11 The Chairperson can constitute inspection team to gather information by including members outside the KMCT DENTAL GRCS and such a team should contain one student member of KMCT DENTAL GRCS.

5.2.12 Final recommendation of the KMCT DENTAL GRCS on the grievance will be made unanimously.

5.2.13 The final recommendation made by the KMCT DENTAL GRCS will be forwarded to the Principal for implementation.

5.2.14 If any objection is raised by at least one of the members regarding the recommendation, then the matter will be forwarded to the College Council for Management (CCM) for taking final decision.

5.2.15 If the KMCT DENTAL GRCS is not able to redress any grievances, the same shall be forwarded to the CCM for further action.

5.2.16 The Secretary of the KMCT DENTAL GRCS will inform the aggrieved student regarding the recommendation and the action taken on the grievance, within one week of the meeting.

5.3 The KMCT DENTAL GRCS will follow up the action taken based on the recommendation.

5.3.1 The Secretary will prepare a report which includes the details of aggrieved student's, the nature & details of the grievance, the recommendation of the KMCT DENTAL GRCS and the final action taken. The report will be stored both as soft and hard copy and will be in the safe custody of the Secretary.

5.3.2 In the event of non- compliance of the recommendation, the aggrieved student can again approach the KMCT DENTAL GRCS, and the matter will be taken up.

5.3.3 In case the grievance is found to be false or frivolous, the KMCT DENTAL GRCS may recommend to the Principal to take the appropriate action against the Complainant.

6. 0 Minutes of the meeting

6.1 Minutes shall be prepared and recorded in the register by the Secretary.

6.2 The Chairperson shall review the minutes for accuracy and completeness and approve for circulation.

6.3 The approved minutes shall be circulated within 7 days of meeting to the members of KMCT DENTAL GRCS via the What's App group of KMCT DENTAL GRCS.

6.4 The minutes shall be presented and approved at the next meeting of the KMCT DENTAL GRCS.

6.5 The copies of approved minutes of the previous meeting will be sent to the Principal & Director by the Secretary which will be signed by both the Chairperson & the Secretary.

7.0 Record keeping

7.1. Hard and soft copies of all grievances, the final report of all grievances, action taken, and the minutes of the meetings shall be kept safely by the Secretary.

7.2 A file shall be maintained for recording the minutes of meeting and also for the action taken reports.

8. 0 Appellate Authority

8.1 The Principal of the College will be the Appellate authority at the College level.

8.2 The Subcommittee of Students Council which includes the Pro Vice Chancellor (as Chairperson), one Senate member, Students' Union Chairperson and a Students' representative will be the Appellate authority at the University level.

9.0 Report to KUHS

9.1 At the end of every academic year, an annual report of the functioning of the KMCT DENTAL GRCS will be prepared by the Secretary in consultation with the Chairperson and this will be presented for approval by the members of the KMCT DENTAL GRCS.

9.2 This annual report and will be submitted to the Dean (Student affairs KUHS) by the Chairperson of KMCT DENTAL GRCS after getting approval from the Director and the Principal.

10.0 Preparation of Standard Operating Procedures (SOP) of KMCT DENTAL GRCS

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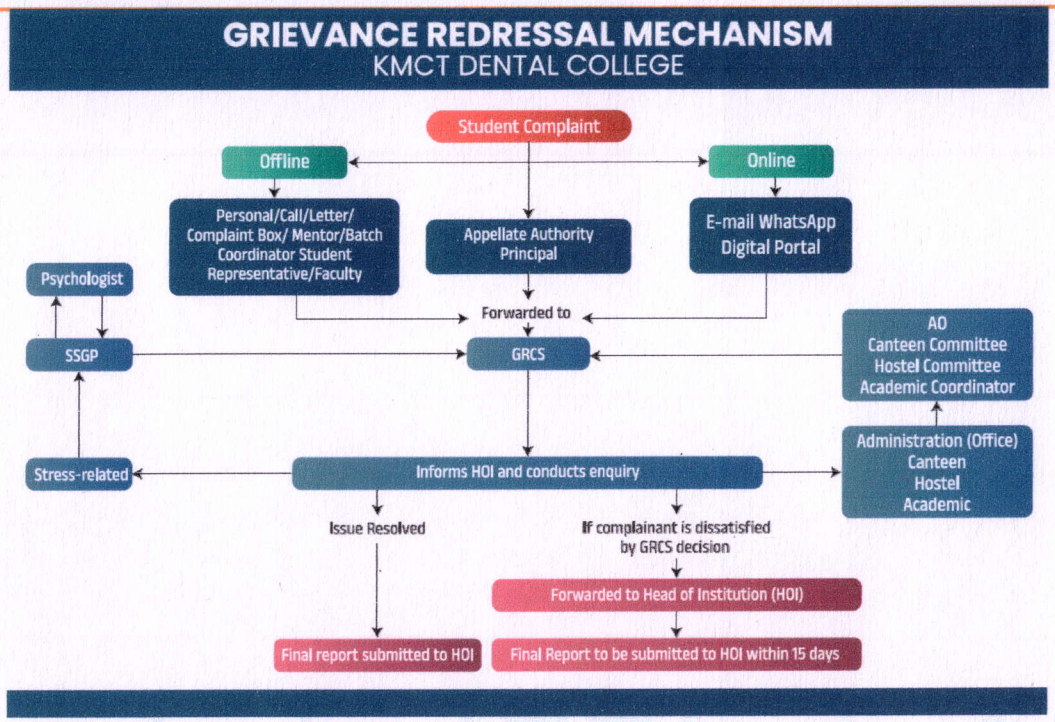

10.1 A draft of the SOP will be prepared and presented by the Secretary in the first meeting of the KMCT DENTAL GRCS.

10.2 The modifications proposed by the Chairperson and other members will be incorporated and a final draft will be prepared.

10.3 The final draft of the SOP will be submitted to the Director and Principal for approval.

10.4 After the approval by the Director and Principal is obtained, the SOP will become operational.

10.5 The SOP will be put up in the college website.

10.6 Any member of the KMCT DENTAL GRCS can suggest revision of the existing SOP. She/he can do so by making a request in writing to the Chairperson. The Chairperson shall summon a meeting for this purpose in which the member can present the modification. if all the members of KMCT DENTAL GRCS agree, then the revision will be submitted to the Principal for final approval. Once the Principal gives approval, then the existing SOP will be amended accordingly. If any one of the members object to the revision, the proposal will not

be considered, and the Chairperson will inform this in writing to the member who proposed the revision.

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11.0 Acknowledgement

11.1 The administration of the Kerala University of Health Sciences, especially the Vice Chancellor, is acknowledged for its foresight and initiative for constituting a Grievance Redressal Committee for Students at the college level.

11.2 The members of the KMCT DENTAL GRCS would like to acknowledge the Director and Principal of KMCT DENTAL COLLEGE for their efforts taken in timely constituting the KMCT DENTAL GRCS

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