SGTU/FDSC/2026/241

Dated: 28/04/2026

OFFICE ORDER

A Student Grievance Redressal Mechanism Committee is hereby constituted with the following officials to address complaints, concerns or grievances raised by students in a fair, timely, and structured manner.

Composition of the Grievance Redressal Mechanism Committee:

S. No.	Name	Designation
1.	Dr. Sumit Singh Phukela	Dean, Faculty of Dental Sciences
2.	Dr. Namrata Dogra	Associate Dean, Faculty of Dental Sciences
3.	Dr. Shagun	Associate Professor, Dept. of Periodontology
4.	Dr. Monika Tanwar	Associate Professor, Dept. of Oral and Maxillofacial Surgery
5.	Dr. Vishal Sharma	Assistant Professor, Dept. of Pediatric and Preventive Dentistry
6.	Dr. Navodita Jamwal	Assistant Professor, Dept. of Public Health Dentistry
7.	Mr. Veyaan	HR- Member
8.	Mr. Gaurav	Dean Office, FDSC- Member

Dr. Sumit Singh Phukela

Dean,

Faculty of Dental Sciences.

28/4/2026

DEAN/PRINCIPAL
SGT DENTAL COLLEGE, HOSPITAL &
RESEARCH INSTITUTE
BUDHERA, GURUGRAM, HARYANA-122505

Copy to:

1. All the HODs, Faculty of Dental Sciences.
2. All the Members of the above Committee.

IQAC

Internal Quality Assurance Cell

Grievance Redressal Mechanism Policy

Registrar
SGT University
Budhera, Gurugram

IQAC
Internal Quality Assurance Cell

Shree Guru Gobind Singh Tricentenary University
Grievance Redressal Mechanism Policy

Version: 3.0
Responsible Office: Registrar
Review Cycle: Every 3 years
Date of Issue: 15th April 2023
Policy Review Date:15th April 2026

1. Objective
To ensure fair, prompt, and confidential handling of all grievances raised by students, faculty, staff, and stakeholders by providing a clearly defined and accessible redressal framework.

2. Scope

This policy is applicable to:

- Students (current and prospective)

- Teaching and non-teaching staff

- Contractual workers and visitors

- Alumni and external collaborators

3. Definition of Grievance
A grievance is any discontent or dissatisfaction, whether expressed in writing or online, relating to academic, administrative, personal, or professional issues.

4. Principles
- Fairness and impartiality

- Timeliness and responsiveness

- Confidentiality and protection from retaliation

- Accessibility and transparency

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5. Structure and Hierarchy

5.1 Department-Level Grievance Cell (DLGC): First point of contact for day-to-day academic or administrative issues (Contact Person HOD). Timeline: 7 days

5.2 Faculty-Level Grievance Redressal Committee (FLGRC): Escalated issues from departments. Timeline: (Contact Person Dean of the Faculty) 10 working days

5.3 University Grievance Redressal Committee (UGRC): Headed by Chairman Griveance redressal Committee. Timeline: 15 working days

5.4 Appeals Committee: Independent body comprising external experts and senior administrators. Final resolution within 30 working days of appeal.

"All grievance reports addressed at the department and faculty levels must be mandatorily documented and formally escalated to the University Grievance Redressal Committee (UGRC) for record-keeping, monitoring, and review".

6. Grievance Categories

- Academic grievances (evaluation, attendance, exams)
- Administrative issues (fees, ID cards, hostel facilities)
- Discrimination or harassment
- Faculty behavior
- Infrastructure or safety
- HR & workplace grievances (staff/faculty)

7. Submission Process

- Online Portal: A dedicated grievance redressal portal on the university website.
- Drop Box: Anonymous written complaints may be dropped in complaint boxes.
- Email: grievance@sgtuniversity.org
- In-Person: Submission to HOD/Dean/ University Grievance Cell secretary.

8. Confidentiality & Protection from Retaliation

All grievances will be treated with utmost confidentiality. No individual shall face discrimination or victimization for filing a grievance.

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9. Monitoring and Evaluation

- Bi-annual reports will be submitted to IQAC by University Grievance Redressal Committee.
- Grievance resolution timelines and satisfaction levels will be reviewed by IQAC
- Dashboard with grievance statistics to be published (without identifiers) for transparency by IT Department

10. Training and Capacity Building

- All grievance cell members must undergo mandatory annual training
- Sensitization sessions for faculty, staff, and student mentors by Lead and learning development Department

11. Feedback and Survey Mechanism

- Annual anonymous campus-wide survey to assess perception of redressal fairness and inclusivity.
- Action taken reports (ATRs) to be shared in staff and other stakeholders.

12. Penalty Framework

- Any misuse of the grievance mechanism or false complaints may lead to disciplinary action.

Possible Disciplinary Actions:

Depending on the severity of the misconduct, the university may take one or more of the following actions:

- Written warning or reprimand
- Suspension from duties or classes
- Termination of employment or expulsion from the university
- Revocation of student enrolment and access to university services
- Ineligibility for future institutional privileges or re-enrolment

- Inaction or bias in redressal will be escalated to the Vice-Chancellor or University Board.

13. Oversight Authority

The Vice Chancellor shall appoint an Independent Grievance Oversight Authority (IGOA), with external members, for annual audits and system review.

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