



MALLA REDDY INSTITUTE OF DENTAL SCIENCES

(SPONSORED BY : CHANDRAMMA EDUCATIONAL SOCIETY)

Affiliated to Kaloji Narayanarao University of Health Science, Warangal, Telangana
Recognised by Dental Council of India, New Delhi.

No. MRIDS/ Policy/ 2012018-19/IGR/01

INSTITUTION POLICY DOCUMENT OF GRIEVANCE REDRESSAL

INTRODUCTION

The Grievance Redressal Committee (GRC) at MRIDS is dedicated to addressing complaints lodged by students and resolving them promptly. Students can express their grievances on academic and non-academic matters within the campus through the online portal or the physical grievance/suggestion box. MRIDS is committed to resolving student grievances within a specified timeframe.

SCOPE OF GRC

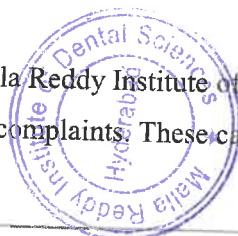
Academic Matters: MRIDS is crucially involved in handling issues pertaining to the issuance of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates, and other examination-related documents. The department ensures the accuracy, legality, and timeliness of these documents, playing a pivotal role in maintaining the integrity of academic records.

Financial Matters: MRIDS also oversees financial transactions related to dues and payments for various services, such as library fines, hostel fees, and other academic-related expenses. Ensuring transparency and accountability in financial matters is a key responsibility of this department.

Other Matters: In addition to academic and financial concerns, MRIDS addresses miscellaneous issues such as sanitation conditions, food preparation standards, availability of transportation facilities, and instances of perceived mistreatment or bias by faculty members. These matters are handled with sensitivity and diligence to maintain a conducive and fair academic environment for all stakeholders.

Functions

The MRIDS (Malla Reddy Institute of Dental Sciences) assures swift attention to student grievances upon receiving written complaints. These cases undergo formal review by the cell, which then proceeds in



Principal / Dean
Malla Reddy Institute of Dental Sciences

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accordance with the established Management policy. Regular reports detailing the cases addressed and any pending matters requiring higher authority's direction and guidance are submitted to the appropriate authority.

GRIEVANCE PROCEDURE AT MRIDS

1. The grievance form is available at the MRIDS office. Handwritten grievances can be submitted by dropping them into the grievance box.
2. Complaints can be submitted in writing or electronically.
3. The aggrieved person has the option to appear in person to discuss their grievance.
4. If grievances from other committees remain unresolved, they will be forwarded to the Grievance Redressal Committee.
5. The committee adheres to established principles and endeavors to resolve issues promptly within 15 days.
6. Copies of every order are provided to the aggrieved person.



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FLOWCHART OF GRIEVANCE PROCEDURE AT MRIDS

Fill out grievance form (handwritten or electronic)

Complaints accepted in writing or electronically.

Submit in grievance box

Aggrieved person may discuss grievance in-person.

Unresolved grievances of other Committee forwarded to the Redressal Committee.

The committee follows principles, resolves issues quickly.

Feedback and outcome report submitted to the Principal

Copies given to aggrieved person.



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