

Delhi-Meerut Road, Murad Nagar, Ghaziabad (DEL-NCR) -201 206

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E-mail : dental@its.edu.in www.its.edu.in

STUDENT GRIEVANCE CELL: STRUCTURE AND POLICY

ITS Dental College has an extensive student grievance redressal system to ensure a full-fledged complaint resolution mechanism.

GUIDELINE FOR STUDENT GRIEVANCE CELL

The objectives of the Grievance Redressal Policy are:

- a) To develop an organisational framework to resolve Grievances of Students
- b) To provide the Students access to immediate, hassle free recourse to have their Grievances redressed
- c) To enlighten the Students for their duties and responsibilities
- d) To establish structured interactions with Students and staff to elicit information, academic and administrative process on their expectations
- e) To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
- f) To institute a monitoring Cell to oversee the functioning of the Grievance Redressal Policy

STUDENT-STAFF FOCUS:

- (i) Grievance Redressal Cell should not only seek to redress Grievances but also to avoid them.
- (ii) The Institution shall endeavour to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
- (iii) At least one meeting per quarter shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services.
- (iv) The Institution shall take all efforts to abide by and enforce UGC regulations in all its operations.
- (v) The Institution shall also abide by the Code of conduct approved by the Institution.
- (vi) All efforts shall be made to leverage Information Technology for providing an easy platform to the students and staff to lodge grievances, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

Grievances' may include the following complaints of the aggrieved students namely:

- a. Making admission contrary to merit determined in accordance with the declared admission policy of the institute.
- b. Irregularity in the admission process adopted by the institute.
- c. Refusing admission in accordance with the declared admission policy of the institute.
- d. withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such Person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue.
- e. Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
- f. Breach of the policy for reservation in admission as may be applicable.

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STUDENT GRIEVANCE CELL

Following are members of Student Grievance Cell:

Date- 02.07.2017

Student Grievance Redressal Cell

Dr. Sonali Taneja : Chairperson-9891688100 sonalitaneja@its.edu.in

Dr. Upasana S Ahuja : Member- 9911313405 upasanasethi@its.edu.in

Dr. Nikhil Sharma : Member- 9818077799 nikhilsharma@its.edu.in

Dr. Divya Shetty : Member In-Campus- 9758683634divyashetty@its.edu.in

Dr. Avnish Singh : Member In-Campus-9557194241 avnishsingh@its.edu.in

Dr. Nikita Gupta : Member In-Campus- 9999059022 nikitagulatiop@its.edu.in

Dr. Devi Charan Shetty

Principal
Devi Charan Shetty
Principal

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STUDENT GRIEVANCE CELL

Following are members of Student Grievance Cell:

Date- 17.04.2018

Student Grievance Redressal Cell

Dr. Sonali Taneja : Chairperson – 9891688100 sonalitaneja@its.edu.in

Dr. Upasana S Ahuja : Member- 9911313405 upasanasethi@its.edu.in

Dr. Nikhil Sharma : Member- 9818077799 nikhilsharma@its.edu.in

Dr. Divya Shetty : Member In-Campus- 9758683634divyashetty@its.edu.in

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STUDENT GRIEVANCE CELL

Following are members of Student Grievance Cell:

Date- 15.04.2019

Student Grievance Redressal Cell

Dr. Sonali Taneja : Chairperson – 9891688100 sonalitaneja@its.edu.in

Dr. Upasana S Ahuja : Member- 9911313405 upasanasethi@its.edu.in

Dr. Nikhil Sharma : Member- 9818077799 nikhilsharma@its.edu.in

Dr. Divya Shetty : Member In-Campus- 9758683634divyashetty@its.edu.in

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Date- 15.04.2019

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STUDENT GRIEVANCE CELL

Following are members of Student Grievance Cell:

Date- 13.04.2020

Dr. Sonali Taneja : Chairperson – 9891688100 sonalitaneja@its.edu.in

Dr. Upasana S Ahuja : Member- 9911313405 upasanasethi@its.edu.in

Dr. Nikhil Sharma : Member- 9818077799 nikhilsharma@its.edu.in

Dr. Divya Shetty : Member In-Campus- 9758683634 divyashetty@its.edu.in

Dr. Shivam Agarwal : Member In-Campus- 9634251616 shivamagrawal@its.edu.in

Dr. Prashansa : Member In-Campus- 7780852321 prashansasharma@its.edu.in

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STUDENT GRIEVANCE CELL

Following are members of Student Grievance Cell:

Date- 18.04.2021

Dr. Sonali Taneja : Chairperson – 9891688100 sonalitaneja@its.edu.in

Dr. Upasana S Ahuja : Member- 9911313405 upasanasethi@its.edu.in

Dr. Divya Shetty : Member In-Campus- 9758683634 divyashetty@its.edu.in

Dr. Shivam Agarwal : Member In-Campus- 9634251616 shivamagrawal@its.edu.in

Dr. Prashansa : Member In-Campus- 7780852321 prashansasharma@its.edu.in

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STUDENT GRIEVANCE CELL

Following are members of Student Grievance Cell:

Date- 22.04.2022

Dr. Sonali Taneja : Chairperson – 9891688100 sonalitaneja@its.edu.in

Dr. Divya Shetty : Member In-Campus- 9758683634 divyashetty@its.edu.in

Dr. Shivam Agarwal : Member In-Campus- 9634251616 shivamagrawal@its.edu.in

Dr. Prashansa : Member In-Campus- 7780852321 prashansasharma@its.edu.in


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