



# BGS GLOBAL INSTITUTE OF MEDICAL SCIENCES

(Affiliated to Rajiv Gandhi University of Health Sciences, Bangalore)  
No. 67, BGS Health & Education City, Uttarahalli Road, Kengeri,  
Bangalore- 560060, Karnataka

## **GRIEVANCE REDRESSAL COMMITTEE**

**CHAIRMAN** : Dr. M E Mohan, Dean

### **MEMBERS**

1. Dr. Srikanth Kulkarni, Medical Superintendent
2. Dr. Krishnamurthy N, Prof and Head, Dept of Biochemistry
3. Dr. Manjunath H K, Prof and Head, Dept of Pathology
4. Dr. Mithun Somaiah, Prof and Head, Dept of General Medicine
5. Dr. Madan M, Prof and Head, Dept of General Surgery
6. Dr. Raju K P, Prof and Head, Dept of Orthopaedics
7. Dr. Rekha N, Prof and Head, Dept of OBG,
8. Dr. Ramesh M, Prof and Head, Dept of Paediatrics

The **Grievance Redressal Committee** was constituted to probe into the student grievances. The Grievance Redressal Committee attempts to address genuine problems and complaints of students whatever be the nature of the problem.

### **Objective**

- To create a platform where students can point out their problems, regarding academic and non-academic matters.
- Get suggestions from the students for improvement.
- Take necessary steps for improvement in the light of grievances.

The students approach the Committee to voice their grievances regarding academic and non-academic matters. The committee redresses the grievances at individual and class level and grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances.

Suggestion Boxes are provided in every building and grievance records are placed at vantage points in the college (including the Library and Hostels) for the students/staff to air their grievances. Complaints dropped in the 'Suggestion Box' by students and oral complaints are also redressed. All complaints are scrutinized by the management and the grievance redressal

committee. HOD/Principal/DEAN regularly attend to these on daily basis. The college assures students that once a complaint is made, it will be treated with confidentiality. Besides there is an exclusive mechanism to address the issues relating to women and their grievances. The complaint management mechanism is carried out in three levels in the institution

- The departmental level grievances are attended by the concerned class teachers, mentors and Department Heads.
- The mentors and members of grievance redressal committee act as facilitators to communicate and sort out the grievances at the department level.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Committee of the institution.