

AARUPADAI VEEDU MEDICAL COLLEGE & HOSPITAL

KIRUMAMPAKKAM, PUDUCHERRY – 607 403.

Office of Dean Acad. / Let. / Feb.2019 – 13

15.02.2019

POLICY: Students Support & Helpline

Purpose:

This policy is created to provide a single window redressal to all students / Parents for the support services.

Policy statement:

- The Students' Welfare Officer (SWO) is the first point of contact for this service.
- He is hereby directed to inform all students groups about the students support helpline contact details: studentshelpline@avmc.edu.in
- The Parents of all students should also be informed about this dedicated portal for any support services (thru academic section).
- Upon receiving any request / Complaint / Suggestion from student/parent, the SWO is required to reassure the parent student to that necessary action will be taken promptly.
- Based on the nature of the request, the original mail will be forwarded to the concerned authorities as given below and a follow up action is requested.

S. No	Nature of complaint / support requested	To be forwarded to authority concerned
1	Students ragging related issues	DEAN
2	Leave, holidays, etc.	Vice Principal
3	Hostel related issues – infrastructure, Food, etc.	Chief warden, DEAN
4	Timetable, Class Schedules, Tests, etc.	DEAN-HPE
5	Hospital related	Medical Superintendent
6	Fee Payment, Financial, etc.	DEAN
7	Any other	DEAN

Approved by DEAN

Copy to:

- MS / VP / RMO / All HODs (College & Hospital)
- Academic Sections to inform all parents about the existence of the helpline
- Student Welfare Officer
- IQAC
- Website Coordinate for display In our Website
- Chief Warden with a request to Circulate to all wardens

Mahalakshmi
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