जवाहरलाल स्नातकोत्तर आयुर्विज्ञान शिक्षा एवं अनुसंधान संस्थान
JAWAHARLAL INSTITUTE OF POST GRADUATE MEDICAL EDUCATION AND RESEARCH
(स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार के अधीन राष्ट्रीय महत्व का संस्थान)
(An Institution of National Importance under Ministry of Health & Family Welfare, Government of India)
धन्वंतरि नगर, पुदुच्चेरी / Dhanvantari Nagar, Puducherry-605 006
Phone : 0413-229-8288 E-Mail : academicpolicy@jipmer.ac.in

No. JIP/Aca./Student (SOP)/2025 Date: 14 OCT 2025

ACADEMIC SECTION CIRCULAR

Sub: Standard Operating Procedures for submitting requests/complaints related to academic activities/student affairs – Reg.

It has been noted that students send grievance emails to the Director's office without following the proper channels of communication. In this regard, the proper channels for communication by students is given below.

For any issues related to academics:

For academic-related matters or issues, such as regarding classes, examinations, attendance, thesis/dissertation, internal assessments, etc., follow the routes of communication given below in the following order:

1. For bonafide certificate, scholarship, permission for long-leave, internal assessment-related, eligibility for professional examinations, course completion/no dues/council registration/refund of caution deposit, submission of dissertations, etc: contact the respective course staff in-charge.
2. Digital Campus account-related (password reset, etc), technical issues in the payment of hostel/examination fees, technical issues in fingerprint sensing, etc: Mr. Praburaj in Academic section office 1.
3. Permission for conducting research studies involving students, permission for conduct of student association activities, etc: Academic policy seat.

For requests and issues that you want addressed, write a letter addressed to the Dean (Academic), duly forwarded by the Head of the Department/Faculty in-charge/chief course coordinator, and submit it at the despatch/receipt table in the Academic Section Office 1. If need be, obtain a receipt signature on a duplicate copy of the letter for your reference/record. Preserve a copy of your letter for later reference. The letter or the email should contain the following details: Your name in full, registration number, course and year of study, details about the request or the issue that you want addressed, your signature and mobile number. Emails and letters should be written in a professional, respectful manner giving specific details and clearly mentioning the action requested. Remember to enclose all relevant documents with the letter or the email.

Later, you can follow up with the respective staff as given below:

Sl. No.	Name of the Course	Name of the dealing assistant	Location (ASO = Academic section office)	E-mail ID
1.	DM/MCh/6-year MCh/PDF/PDCC/B Sc interns	Mr. Avvaru Ashok Kumar	ASO 1, cabin 1	academicsr@jipmer.ac.in
2.	MD/MS/MDS	Mr. Gogineni Pavan Kumar and Mr. K Brabagaran	ASO 1, cabin 2	academicjr@jipmer.ac.in
3.	MBBS	Mr. K. Karthick and Mrs. A. Sharmila Devi	ASO 1, cabin 3	mbbs@jipmer.ac.in

Sl. No.	Name of the Course	Name of the dealing assistant	Location (ASO = Academic section office)	E-mail ID
4.	Academic policy seat	Mr. Sivalinga Prasad C and Ms. Criste Gineta Fernanda	ASO 1, cabin 5	academicpolicy@jipmer.ac.in
		Mr. Sivalinga Prasad C	ASO 1, cabin 5	scholarship@jipmer.ac.in
5.	MBBS interns and degree verification	Mr. Mohamed Sufiyan N	ASO 1, cabin 6	verification@jipmer.ac.in
6.	MSc/AHSMPH/Ph D	Mr. M Selvamani	ASO 2	mscmph@jipmer.ac.in
7.	BSc AHS	Mr. V M. Karthikeyan	ASO 2	ahsug@jipmer.ac.in
8.	BSc & MSc Nursing	Ms. P. Kavitha	ASO 2	nursingcourses@jipmer.ac.in

Sl. No.	Designation	Section In-Charge	Location	E-mail ID
1	Assistant Registrar (Academic)	Ms. Kanmani R	ASO 1	asst.registrar@jipmer.ac.in

Note: Students are prohibited from entering the examination wing. All queries related to examinations should be clarified with the respective course staff in the academic section, who will communicate with the examination wing, if necessary.

Channel for addressing grievances:

1. Discuss the issue with the **concerned Faculty-in-charge / Course Coordinator / Guide**.
2. If unresolved, report the matter to the **Head of the Department (HoD)**.
3. If still unresolved, send a written complaint/email to the **Dean (Academic)** through the proper channels as mentioned above and follow up with the respective staff mentioned above. If you want clarifications, you may meet one of the Associate Deans (Academic)
4. Only in circumstances where the issue remains unresolved despite following the above-mentioned protocol, should the issue be escalated to the **Students Grievance Redressal Committee.** (sgrc@jipmer.ac.in; https://forms.gle/CFLB52yyywgRJJKo8)

Contact for mental health support: J-CARES: jcares@jipmer.ac.in, J-CARES drop boxes placed in multiple locations, https://forms.gle/fQ1aYN4txzM8DcgR6

Contact for complaining against sexual harassment: Dr. Bhawana Badhe, Chairperson of the Internal Complaints Committee for Women.

Contact for complaining against ragging: anti-ragging@jipmer.ac.in, For hostel inmates: respective Wardens/Deputy Wardens and for day scholars: Associate Deans (Academic),

Bypassing the above-mentioned channels of communication, including writing to the Director directly, will be viewed seriously and will attract disciplinary action.

Dean (Academic)

DEAN (ACADEMIC)
Jawaharlal Institute of Postgraduat
Medical Education & Research
PUDUCHERRY-605 006

To:
Notice Board (JAC/Institute block)
Copy to:
PS to Director