



Rawal Institute of Health Sciences

Student Handbook BDS

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**SHAHEED ZULFIQAR ALI BHUTTO
MEDICAL UNIVERSITY, ISLAMABAD**

SZABMU

MISSION

The Mission of the SZABMU is to deliver global standards of excellence in all its core and allied operations while remaining accountable for national values and objectives for the establishment through process of self-evaluation and continuous improvement.

VISION

The constant endeavour of SZABMU is to meet the education needs in the area of Health Studies and to provide state of the art learning opportunities along with inculcation of values of professional commitment and uprightness.



Mission

"Empowering education and Health care services through Research and development cultivating future Health Professionals"

Vision

- Rawal Institute of Health Sciences (RIHS), Islamabad, envisions to become a globally recognized institution dedicated to advancing health, well-being, and medical knowledge through innovative education, trans formative research, and compassionate care.
- Our system will empower the next generation of health professionals with the skills, ethics, and leadership required to address the evolving healthcare challenges of the future.
- Through a commitment to excellence, sustainability, and human-centered care, we aim to set the standard for health sciences education and make a profound impact on global health systems for the under-privileged communities.

Core Values

- Commitment to quality in education, research, and healthcare.
- Advancing medical knowledge through research.
- Upholding ethics and professionalism.
- Continuous faculty and student development.
- Patient-centered, empathetic care.
- Teamwork and leadership in healthcare education.
- Community Engagement



Program Outcomes

BDS PROGRAM OUTCOMES

The BDS program outcomes are based on the core competencies defined by the Pakistan Medical and Dental Council (PM&DC).

KNOWLEDGE

RCoD Graduates will be able to:

- **K1:** Demonstrate a strong foundation in dental and medical sciences, integrating evidence-based research into clinical practice.
- **K2:** Understand and apply the principles of preventive, diagnostic, and therapeutic dentistry to address oral health challenges.
- **K3:** Exhibit competency in identifying and managing common and complex dental conditions using the latest advancements in dentistry.

SKILLS

RCoD Graduates will be able to:

- **S1:** Perform clinical procedures with precision, ensuring patient safety and comfort while adhering to ethical and professional standards.
- **S2:** Utilize modern dental technologies and treatment modalities effectively in patient care.
- **S3:** Engage in research and innovation to enhance dental knowledge and contribute to community-based healthcare solutions.

ATTITUDE

RCoD Graduates will be able to:

- **A1:** Demonstrate professionalism, ethical integrity, and leadership in clinical and academic settings.
- **A2:** Show empathy, cultural sensitivity, and effective communication when treating diverse patient populations.
- **A3:** Commit to lifelong learning, teamwork, and continuous improvement in dental practice to address evolving healthcare challenges.



Departments

Department of Student Affairs

At Rawal College of Dentistry, the Student Affairs Department is here to help you at every turn from the time of admission to as an Alumni of the college. We are your go-to source for a variety of services intended to improve both your academic performance and general well-being. Our goal is to create a supportive and stimulating environment where you can flourish on both a personal and professional level.

- Admission and Orientation
- Student Registration with governing bodies (University and PM&DC)
- Student-Faculty Liaison
- Students' Conduct and Discipline
- Students' Records
- Student Support Services
- Graduation and Convocation
- Alumni Network

Your primary point of contact within the Student Affairs Department is:

Ms. Ayesha Bashir

Student Affairs Department

Rawal College of Dentistry

Contact Number: +92 309 5047589, +92 51 2248578

Waqas

Student Affairs Department

Rawal College of Dentistry

Contact Number: +92 316 1505510

Timings: 8:00 AM - 03:00 PM



Department of Administration

The Administration Department of Rawal College of Dentistry is committed to making sure our institution runs smoothly. Our goal is to support your academic endeavors and overall college experience by offering the necessary infrastructure and support services. This office is intended to maintain, coordinate and oversee various academic programs via providing administrative support to the academic departments. The department shall ensure timely provision of effective administrative support and services to the college students. The department plays the role of an advisor, supporter, and information resource center. Administration office manages the following processes.

- General Administration
- Financial Affairs
- College Management and Maintenance
- Legal and Regulatory Compliance
- Procurement and Supplies
- Students' extra-curricular activities through student body and committees
- Monitoring implementation of student code of conduct
- Scheduling in-house and external events for students
- Monitoring of students' ID cards and uniforms
- Maintenance of student lockers

Your primary point of contact within the Administration Department is:

Mr. Khawaja Farzad Masud

Administration Department

Rawal College of Dentistry

Contact Number: + 92 344 5588777

Timings: 8:00 AM - 03:00 PM



Department of Medical Education

Your professional development and academic experience are greatly influenced by the Medical Education Department of Rawal College of Dentistry. We are committed to giving you an efficient, up-to-date curriculum that is taught by competent faculty using creative teaching techniques. Our goal is to provide you with the clinical expertise, fundamental knowledge, and moral values necessary for a prosperous dental career.

The Medical Education Department is responsible for the design, implementation, and evaluation of your academic program. We oversee the curriculum structure, teaching schedules, assessment methods, and the continuous improvement of our educational offerings to ensure they remain relevant and aligned with the evolving landscape of dental medicine. We are committed to fostering an environment that encourages critical thinking, evidence-based practice, and a lifelong passion for learning.

- Curriculum Development and Management
- Teaching and Learning Methodologies
- Faculty Development
- Student Assessment and Evaluation
- Student Mentorship and Guidance

Your primary point of contact within the Medical Education Department is:

Dr. Madiha Akhwand

Medical Education Department

Rawal College of Dentistry

Contact Number: + 92 51 8747157

Timings: 8:00 AM - 03:00 PM



Library

Objective

This Library Plan aims to ensure the availability, accessibility, and continuous development of library resources to support the academic, research, and professional needs of students, faculty, and staff at Rawal College of Dentistry. RCoD is committed to providing comprehensive, up-to-date, and accessible library resources to enhance learning, teaching, and research. It includes Digital and IT resources.

Coverage

This applies to all library facilities, physical and digital collections, reading spaces and information services provided by RIHS.

Library Facilities and Infrastructure

i. Physical Space

- Dedicated quiet reading areas with a covered area of 5500 sq. feet and seating capacity for at least 175 users.
- Around 26 study tables, 21 study carrels and 35 bookshelves.
- 2 libraries are present, one in each campus (college and hospital). In addition to that each department has their own departmental library.
- 62 Computers in IT lab with internet-enabled workstations for research and digital learning.
- Bookshop facility available along with photocopy machines and scanners.
- Air-conditioned reading environment.

ii. Digital Resources and IT Resources

- Access to online databases and HEC Digital Library.
- Subscription to e-journals relevant to dental sciences disciplines.
- Internet, E-library available.

Resource Material

i. Collection

- Around 2200 books present in the library along with 980 e-books
- Inclusion of reference books, CD's, manuals, and clinical guidelines in print and digital formats.
- Newspapers also available



ii. Journal Subscriptions

Provision for subscription to national and international peer-reviewed journals.

1	Seminars in Orthodontics
2	American Journal of Orthodontics and Dentofacial Orthopedic
3	International Journal of Oral and Maxillofacial Surgery
4	Four OOOO Journal
5	Journal of Endodontic
6	Dental Update
7	Pakistan Orthodontic Journal
8	Pakistan Oral & Dental Journal
9	Journal of the College of Physicians and Surgeons Pakistan
10	Journal of Prosthodontics
11	Journal of Clinical Periodontology
12	Journal of Periodontal Research
13	International Endodontic Journal
14	International Journal of Pediatric Dentistry
15	Angle Orthodontist
16	Orthodontics and Craniofacial Research
17	Journal of Public Health Dentistry
18	Journal of Oral Pathology & Medicine
19	Histopathology
20	International Journal of Oral Biology
21	Dental Material Journal
22	Foundation University Journal of Dentistry
23	HITEC Medical and Dental Journal
24	Journal of Khyber College of Dentistry

Your primary point of contact within the Library is:

Mr. Zaheer Hussain

Library

Rawal College of Dentistry

Contact Number: +92 335 4760002

Timings: 8:00 AM - 07:00 PM



Examinations Department

The Examination Department at Rawal College of Dentistry plays a crucial role in ensuring a fair, transparent, and efficient assessment of your knowledge and skills. During the exam process, we are dedicated to maintaining the highest standards of academic integrity and giving you a supportive environment. As you strive to become a qualified dental professional, our main objective is to support your development and precisely track your accomplishments. We adhere to established guidelines and regulations to maintain the validity and reliability of the examination process.

- Examination Scheduling and Coordination
- Question Paper Setting and Moderation
- Conduct of Examinations
- Answer Script Evaluation and Marking
- Result Processing and Declaration
- Re-checking Processes
- Examination Policy and Regulations

Your primary point of contact within the Examinations Department is:

Mr. Syed Imran Haider

Examinations Department

Rawal College of Dentistry

Contact Number: +92 333 7811314

Timings: 8:00 AM - 03:00 PM



Information Technology Department (IT)

Our department plays a vital role in supporting the Rawal College of Dentistry's academic, administrative, and research activities by providing reliable and efficient technological solutions. We are committed to ensuring seamless access to digital resources, maintaining IT infrastructure, and offering technical support to students, faculty, and staff.

- Managing and maintaining IT infrastructure (computers, servers, network systems).
- Providing technical support for college software (LMS, student portals, etc.).
- Ensuring cybersecurity and data protection.
- Facilitating online classes, exams, and digital resources.
- Assisting with email accounts, Wi-Fi access, and other IT services

Your primary point of contact within the IT Department is:

Mr. Shehryar

IT Department

Rawal College of Dentistry

Contact Number: +92 333 5670646

Timings: 8:00 AM - 03:00 PM



Financial Information

Fee Payments

- The College fee will be in accordance with rules and regulations of PM&DC.
- Tuition fee have to be paid each year.
- Withholding tax will be charged under section 236-I of income tax ordinance 2001, (Inserted vide finance act 2013)
- The University Registration, PM&DC Registration, Degree Verification, Professional Examination and Supply fee, etc. Would be charged separately in accordance with rules and regulation.
- No results and college leaving certificate will be issued without clearance of all college dues.
- Once the student is considered eligible on academic performance, clearance of all college dues is pre requisite to appear in the professional examination.
- Fee concession for students repeating a year will be according to the rules and regulations of PM&DC.
- Late Fee: Rs. 500.00 would be charged per day in case of non-payment of college dues up to 45 days after the fee due date.

If the college fee is not paid up to 45 days after the fee due date, students name would be removed from the college roll and no attendance will be marked from the date of fee overdue.

Refund Policy

Refunds shall be ascertained as per PM&DC rules and regulations.

Solicitation of Funds

No dental student may collect donations for of any kind/form whatsoever without written authorization from the Dean/Principal of Rawal College of Dentistry.



Academic Honors at Rawal College of Dentistry (RCoD)

Chancellor's Medal (Gold Medal)

- Will be awarded to the best graduate of each batch, who has the best cumulative academic performance throughout their degree program.
- Calculation for best graduate will be done by awarding nominal marks to 1st, 2nd & 3rd position holders in each professional examination –
 - 1st position = 5 marks
 - 2nd position = 3.5 marks
 - 3rd position = 2 marks
- Total marks from all professional exams will be calculated for each position holder; student attaining highest total marks will be awarded Chancellor's Medal.

Co-Chairperson's Medal (Gold Medal)

- To be awarded to student attaining 1st position in exit exam (final year) BDS for each batch.

Award for University Position Holders

- Awarded to 1st, 2nd & 3rd position holders among all colleges, as declared by University in respective professional examination.

1st Position Gold Medal	2nd Position Silver Medal	3rd Position Bronze Medal
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Award for College Position Holders

- Awarded to 1st, 2nd & 3rd position holders of RCoD, in each professional examination.

1st Position Gold Medal	2nd Position Silver Medal	3rd Position Bronze Medal
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Distinctions

- Students who attain 80% or above marks in a subject/discipline in university professional annual examination are awarded distinction in that subject/discipline.
- Distinction holders will be awarded certificate signed by competent authority



Facilities at Rawal College of Dentistry (RCoD)

Prayer Area

The prayer area is available in the Rawal College of Dentistry premises for male and female students separately.

Cafeteria

The cafeteria is present to provide services to students on subsidized rates. It operates on "self-service" basis. It is expected from dental students to clear the table after eating. Used paper cups and plates should be disposed-off in the waste bins provided.

Book Shop

Bookshop is present in dental college and hospital campus for facilitation of students.

Photocopying Service

Photocopying Service is available in dental college and hospital building.

Lost and Found

Dental college accepts no responsibility for damage, loss or destruction of personal properties. However, cases of lost and found could be reported to the Administration Office in writing.

Hostel Privileges

Hostels are maintained by the dental college to provide a safe and congenial boarding environment. Resident students are invited to participate in the internal management of the hostel so that they can make it as homely as possible.

Transportation Facilities

Dental college transport serves the students and faculty members. In case of emergency please contact Administration Office.

Student Committees for Extra-Curricular Activities

Student committees for extra-curricular activities are present.

Essential Materials

Cost of any materials used during studentship are not charged to the dental students.

Gym

A gym is present in RCoD for the students and faculty members.



Ground Rules at Rawal College of Dentistry (RCoD)

Punctuality

It is essential that every student of Rawal College of Dentistry arrive on campus at precisely 8:00 AM. No student will be permitted to attend class after 8:15 AM under any circumstances. Those who arrive after 8:15 AM will be considered absent for that class.

Dress Code

All dental students must wear clean and tidy college uniform.

Identity Cards

Dental Students are required to wear the College Identity Card at all times while on campus.

No Smoking

Smoking is not allowed anywhere on campus. Any student found guilty of smoking on college property, including lawns and parking lots, will face serious consequences.

No Political Activity

It is strictly forbidden for Rawal dental students to engage in any kind of political activity.

Misconduct

Misbehaving with a teacher or staff member of Rawal College of Dentistry will not be tolerated at all.

Mobile Phone Policy

Use of mobile phones by students is strictly prohibited during classes and examination. All mobile phones used in these areas will be confiscated and the offender may be subjected to disciplinary action.



Code of Conduct

Purpose

The purpose of this policy is to establish the foundation for the Rawal College of Dentistry's Student Code of Conduct. It outlines the guiding principles, ethical expectations, procedures and potential penalties to ensure a respectful and academically focused environment.

Scope

This policy applies to all students of RCoD in relation to all actions and activities that impact RCoD, its students, employees, reputation or academic environment.

Policy Statement

1. RCoD is committed to providing an educational environment that ensures:
 - Academic integrity
 - Ethical freedom of expression
 - Protection of the rights and responsibilities of students, faculty and staff.
 - Transparent inquiry guided by the principles of natural justice.
2. This Code of Conduct defines the behavioral expectations of students, aiming to foster a respectful, productive and safe learning environment.
3. All students are expected to read, understand, and comply with this Code of Conduct, as well as all additional policies and behavioral standards of RCoD.
4. Violations of this Code may result in disciplinary actions, categorized as either minor or major penalties, in accordance with RCoD policies and procedures.

Principles and Student Obligations

1. **Personal Responsibility**
 - Read and comply with RCoD policies and the Student Code of Conduct.
 - Fulfill academic requirements of their program and courses.
 - Monitor their own academic progress consistently.
2. **Honesty and Integrity**
 - Represent RCoD in a responsible and respectful manner within and outside the institution.
 - Uphold all ethical standards set by RCoD.
 - Support RCoD in maintaining compliance with relevant rules and regulations.
 - Report any observed violations of this Code to the appropriate authority promptly.
3. **Respect and Fairness**
 - Treat all members of the RCoD community with dignity, respect and fairness.
 - Avoid all forms of discrimination based on gender, race, disability, cultural background, religion or other protected characteristics.
 - Respect the privacy and confidentiality of others, especially when accessing or handling personal information.



- Not disclose confidential RCoD information that could harm the institution's reputation or public image.
- Avoid disrupting academic activities such as teaching and learning sessions.
- Be aware of the moral and social consequences of their actions.
- Refrain from encouraging others to engage in misconduct or inappropriate behavior.

4. Safety and Respect for Property

- Not compromise the health and safety of others.
- Not cause physical or emotional harm to peers, faculty or staff.
- Avoid any unlawful conduct or behavior that violates RCoD policies.
- Refrain from the possession, use or distribution of prohibited weapons or substances within RCoD premises.
- Respect the property of fellow students, staff and the institution.
- Cooperate with RCoD staff regarding safety instructions and institutional compliance.

5. Upholding Institutional Reputation

- Act in ways that uphold and protect the reputation of RCoD.
- Not use the name, reputation or resources of RCoD for personal or commercial purposes without prior approval.
- Avoid fraudulent or dishonest behavior, including submitting forged or false academic documents for admission or academic gain.

6. Prohibition on Political Activities

- Students are strictly prohibited from engaging in any form of political activity—on or off-campus.
- Engagement in political activities may result in disciplinary action in accordance with RCoD policies.

Student Code of Conduct Committee Members

A committee comprised on following Faculty & Administrative Staff is constituted to ascertain the award of punishment against those who breach RCoD Student Code of Conduct students:

i.	Principal (College of Dentistry)	President
ii.	Vice-Principal (College of Dentistry)	Vice-President
iii.	Concerned Class Teacher/HOD	Member
iv.	Head of Disciplinary Committee (RCoD)	Member
v.	Manager Student Affairs (RCoD)	Member



Policies of Rawal College of Dentistry (RCoD)

Health Policy

Students of RCoD are eligible to avail health policy, which covers medical and dental treatment.

Medical Treatment for Students

1. OPD Charges are 100% free.
2. 25% discount on Lab & Clinical procedure charges
3. 25% discount on Procedure charges.
4. Ward facility is free of cost.
5. 50% discount on gold room.

Dental Treatment for Students

1. OPD Charges are 100% free.
2. 50% discount on scaling / polishing.
3. 50% discount on all dental procedure (except orthodontic treatment, crown and bridge)
4. 25% discount on orthodontic treatment, crown and bridge (prosthodontics)
5. 50% discount on all OT Procedures.

Policy for Accessing Academic and Medical Records of Students

Access to students' academic and medical records is strictly regulated to ensure confidentiality and compliance with institutional policies.

- Academic records can only be accessed by authorized faculty and administrative staff for academic evaluation and progression purposes.
- Medical records are confidential and will only be accessed by designated healthcare personnel in cases of medical necessity or with the student's consent, except in emergencies.
- Any request for access must be formally submitted and approved by the authority concerned.
- Unauthorized access or disclosure of student records will result in disciplinary action.
- Students and facilitators can access the Academic and Health Record via LMS and respective class teacher's /student affairs.



Guiding Principles of Assessment Policy at RCoD

1. RCoD is responsible for ensuring that all stakeholders can verify students' achievement of the identified outcomes of the dental degree program.
2. A diverse range of assessment methods are necessary, as no single method can fully validate competence.
3. Feedback should be provided after each assessment, ensuring that students recognize their learning gaps and faculty can refine curriculum and assessment strategies.
4. Each assessment method must be selected based on its utility index, considering reliability, validity, cost-effectiveness, acceptability, and educational impact.
5. Assessment decisions should be based on scientific reasoning and rational arguments, with faculty trained in various assessment strategies.
6. Confidentiality and quality assurance must be maintained throughout the assessment process.
7. The assessment process should be transparent, ensuring students understand expectations and consequences in advance.
8. The timing and mode of all College and University assessments must be explicitly outlined in the assessment plan.
9. Details of the University Examinations are available in the Examination Policy document.

Purposes of Assessment

1. Provide students with feedback on their competencies and areas for improvement.
2. Ensure that students meet the required competence standards.
3. Enable faculty to evaluate and enhance the effectiveness of the teaching program.

Types of Assessment

Formative Assessment:

- Conducted throughout modules and clerkships using strategies such as case-based discussions, mini-CEX, DOPs, and clinical case write-ups.
- Other tools are assignments, poster competition, presentations, quiz, PBL and TBL.
- Performance in formative assessments may contribute to continuous assessment.
- Constructive feedback is provided to help students address learning gaps.

Summative Assessment:

- Conducted at the end of modules, blocks, and clerkships.
- **Written assessment:** Multiple-Choice Questions (MCQs).
- **Practical assessment:** OSPE/OSCE.



Assessment Timing

1. Each module/clerkship team must outline their assessment strategy, timing, and requirements. Specific details are included in the study guides.
2. Students will be briefed in advance on assessment format and grading criteria.
3. Professional examinations will be conducted by SZABMU.

Eligibility for Examinations

1. A minimum of 80% attendance is required to sit for end-of-module written and OSPE assessments.
2. Students must also have 80% attendance for end-of-block/clerkship MCQs and OSCE/OSPE exams.
3. A missed exam may be permitted only if leave was approved beforehand. Unapproved absences will not qualify for a retake.
4. A re-sit exam is available for students scoring below 50% in summative assessments.

Written Assessment Weightage

Assessment	Score Weight (%)
MCQs	160
Internal assessment	40 =200 marks
OSPE & Viva	160
Internal assessment	40 =200 marks

Internal Assessment

1. Internal assessment contributes 20% to both written and clinical (OSCE/OSPE) examinations.
2. Once compiled, internal assessment scores cannot be altered except in case of clerical/human errors.
3. Students taking re-sit or missed exams may have their internal assessment revised accordingly.
4. Internal assessment scores remain unchanged for supplementary university exams.
5. The internal assessment results for each subject are generated by the respective subject coordinators, based on the specific departmental criteria. These results are subsequently submitted to the Exam Cell.
6. Following re-verification and compilation by the Exam Cell, the results are forwarded to the Student Affairs office, which bears the responsibility for their upload to the university's online platform.



Re-sit Examination Policy

1. A re-sit exam is available for students who missed an exam or who score less than 50% in module/block/clerkship summative exams.
2. The maximum score for a re-sit exam is 50%.
3. The higher of the two scores (original or re-sit) will be considered final.
4. Re-sit exams for clerkship will be conducted with the next available batch.

Assessment of Repeating Students

1. Students repeating the year must only take the failed subjects in professional exams.
2. Internal assessment of the previous year will be carried forward.

Assessment of Migrating/Transferred Students

1. Internal assessment for students joining after the session starts will be calculated based on average performance in subsequent modules/blocks.
2. Migrating students from integrated curriculum institutions will have their previous scores verified and adjusted accordingly.
3. Migrating students from non-integrated curriculum institutions must take missed module/block exams at full scoring potential.
4. Third- & Fourth year migrating students must complete end-of-clerkship assessments.

Standard Operating Procedures (SOPs) for Internal and External Examiners

Internal Examiners:

- Internal Examiners will be nominated by the Principal of Rawal College of Dentistry (RCoD), in consultation with Department Heads, at the commencement of each academic session, in accordance with Pakistan Medical & Dental Council (PM&DC) regulations.

External Examiners:

- External examiners will be nominated when the Shaheed Zulfiqar Ali Bhutto Medical University (SZABMU) acquires the demand.
- Three months prior to the commencement of examinations, the Assessment Unit will issue a memorandum to Internal Examiners requesting a proposed panel of External Examiners.
- All concerned Internal Examiners will contact the proposed External Examiners to confirm their availability and will directly convey this information to SZABMU.
- RCoD will promptly forward the proposed panel of External Examiners to SZABMU upon receipt from the Internal Examiners.
- SZABMU will issue invitation letters to the confirmed External Examiners.
- External Examiners will be remunerated with Travel and Daily Allowance (TADA) calculated as per SZABMU policy.



To ensure fairness and impartiality:

- No individual shall serve as an External Examiner for more than three consecutive years.
- Individuals with close relatives (spouse, children, etc.) appearing in the examination are ineligible for appointment as External Examiners."

Standard Operating Procedures (SOPs) for The Examination

All faculty members will strictly adhere to the pattern of (MCQ's) paper as this pattern can save time, paper and toner.

Prior submission:

All materials including hard copy of MCQ's/SEQ's paper including accepted keys of exam with class strength should be submitted to Examination Cell at least two days before in a sealed envelope with signature of HOD/ Block Coordinator/ Subject Specialist.

On the Examination Day:

The attendance sheets should also be sent with the MCQ's response sheets and question sheets to Examination Cell in a sealed envelope with signature of HOD/ Block Coordinator/ Subject Specialist.

- It is also requested that MCQ's sheets must be delivered to Examination Cell on the same day of examination or at least on the next day positively.
- The question paper should be returned by the students to the BLOCK/MODULE Coordinator.

SOPs of Examination Cell:

The Examination Cell will issue the MCQ's sheets according to the numbers of students. Therefore, no extra sheets will be issued in any case.

- They will return the left-over sheets to Exam Cell.
- Results Copy of Online Modules, Send-up, Class Test and Retake Exam must be submitted in Exam Cell to be verified by Controller Examination.
- All the HOD's are requested to submit all material of professional and supplementary Examination/ Award List required by the University directly to the University (SZABMU) for strict confidentiality and they should not be rotated through the Examination Department (RCoD).
- It is the responsibility of the HODs to collect/submit the materials related to exams.

Pre-HOC and Post-HOC:

- Pre-HOC evaluation of the MCQs is mandatory prior submission to the Examination department and must be done a week in advance, so any necessary amendments can be made accordingly prior submission.
- The post-HOC analysis will follow suit after declaration of results.



Assessment Appeal Policy

Appeal Procedure (SOPs)

Submission of Appeal:

- The student must submit a formal written appeal to the Examination Office within **three (3) working days** of the declaration result.
- The appeal must include justification, supporting evidence, and specific concerns regarding the assessment.

Review Process:

- The appeal is forwarded to the **Assessment Review Committee** for evaluation.
- The committee will review the assessment records, grading criteria, and any supporting documents.
- If necessary, the student may be invited for a clarification meeting.

Decision & Resolution:

- The committee's decision will be communicated within **seven (7) working days** of appeal submission.
- If the appeal is upheld, necessary corrective actions (e.g., re-evaluation, marks adjustment) will be taken.
- If the appeal is denied, the decision is final, and no further appeals will be made.

Confidentiality & Fairness:

- All appeals will be handled confidentially and impartially.
- No student will face discrimination or penalty for submitting a legitimate appeal.



Policy for Online Classes

Technology Requirements

- RCoD will use Google Meet and Zoom for online classes.
- For assignment submission and uploading of regular attendance, results and lectures, LMS will be used
- Students must have access to a stable internet connection, a laptop/tablet/smartphone, and a webcam.
- The faculty will record sessions when necessary and upload materials to the LMS for students' reference.

Attendance Policy

- Attendance is mandatory for all online classes, just like physical classes.
- Students must log in using their official ID and full name for attendance tracking.
- A minimum of 90% attendance is mandatory
- Faculty will monitor participation, and absence without a valid reason will be marked as absent.

Class Conduct & Participation

- Students must join on time and stay for the entire session.
- Cameras should be ON during interactive discussions (unless permitted otherwise).
- Microphones should be muted when not speaking to avoid disruptions.
- Students must use the chat box or "raise hand" feature for questions.

Online Assessment

- No assessment will be conducted online.

Technical Support & Troubleshooting

- The RCoD IT department will provide technical support for login issues, platform access, and connectivity concerns.
- Students must report issues at least 24 hours before class to receive timely assistance.

Privacy & Security

- All online sessions and student data will be handled confidentially.
- Recording classes by students without faculty permission is prohibited.
- Faculty may record sessions for educational use only.



Strategy for Monitoring Legal, Ethical and Safety Measures in Technology Use

Strategy:

- Secure login credentials and restricted access to sensitive data.
- Compliance with privacy laws for academic and personal information.
- Cyber security; Regular system audits, firewalls, and antivirus measures.
- Supervision of internet and software usage to prevent violations.

Ethical Guidelines:

- Maintain academic integrity and avoid plagiarism.
- Respect confidentiality of student and faculty data.
- RCoD expect all technology use to be professional and respectful. Any form of cyberbullying or harassment is unacceptable and will be met with strict disciplinary measures.
- Avoid unauthorized software downloads or data sharing.
- Adherence to national regulations regarding digital tools.

Policy Review & Updates:

- The policy will be reviewed and revised as needed based on student and faculty feedback.

Policy for Student Feedback on Educational Programmes

- Student feedback will be gathered at the end of each module/block through structured surveys, focus group discussions, and one-on-one meetings (Mentoring).
- All responses will be confidential, and students may provide feedback anonymously to ensure honesty and openness.
- Feedback will focus on teaching quality, curriculum effectiveness, assessment methods, learning resources, and overall academic experience.
- The Department of Medical Education (DME) will review and analyze feedback, share reports with relevant faculty, and recommend necessary improvements.
- The departments concerned will address concerns, make improvements, and communicate the changes to students to ensure transparency.
- Students will be encouraged to actively participate in academic discussions and curriculum review meetings to ensure a collaborative approach to educational enhancement.



Student Feedback

Feedback Collection Method from Students

1. End-of-Block Feedback Surveys:

- Conducted online or in hard copy at the end of each block.
- Covers course content, teaching methodology and assessment methods.

2. Exit Surveys for Graduating Students:

- Collects comprehensive feedback on the entire program.
- Identifies strengths, weaknesses, and areas for improvement.

3. Mentoring:

- At the end of each block, structured mentoring sessions are conducted to provide academic guidance, emotional support, and career counseling to students.
- Faculty mentors meet with students to discuss their progress, challenges, and strategies for improvement.
- These sessions also help in identifying struggling students early and providing targeted support through additional learning resources or counseling.
- For first-year BDS students, an additional mentoring session will be held before the end of each module to help them adjust to the academic workload, study strategies, and stress management. This early intervention will promote better engagement and confidence in their learning journey.

Feedback Analysis & Implementation

1. Data Compilation & Review:

- The Department of Medical Education (DME) compiles feedback reports after each survey and session.
- The Curriculum Committee review the feedback in scheduled meetings to discuss the required improvements.

2. Action Plan for Continuous Improvement:

- Immediate concerns (e.g., technical issues, class scheduling) are addressed within 1-2 weeks.
- Long-term changes (e.g., curriculum modifications, faculty training needs) are incorporated into the annual curriculum review.

3. Communication of the changes

- Students and faculty are informed of actions taken based on their feedback via:
 - Official emails/official WhatsApp groups and notifications.
 - Announcements during faculty meetings.



Standard Operating Procedures (SOPs)

1. Establish a systematic, transparent, and standardized evaluation process.
2. Apply to student assessments, faculty evaluations, curriculum review, and feedback.
3. The Curriculum Committee oversees curriculum evaluation.
4. The Department of Medical Education (DME) implements evaluation strategies.
5. Faculty conduct assessments, provide feedback, and participate in self-evaluation.
6. Students participate in evaluations and provide anonymous feedback.
7. Faculty analyze student performance and conduct post-exam reviews.
8. Assessments follow a standardized TOS aligned with LOs.
9. Assessments are moderated and validated before finalization.
10. Exam results are reported through LMS, Notice Boards, and WhatsApp official groups.
11. Faculty evaluation includes self-assessment, student feedback, peer review, and performance review.
12. Curriculum is reviewed annually based on student performance, feedback, and alignment with regulations.
13. Curriculum changes are recommended by the Curriculum Committee and approved by the Academic Council.
14. Structured surveys are conducted after each block for student feedback.
15. Faculty feedback is collected through regular meetings.
16. The Department of Medical Education analyzes collected data.
17. Evaluation data is kept confidential.
18. SOPs are revised to enhance education quality.



Elective Policy

Overview

RCoD promotes students to undertake elective training at teaching hospital within or outside Pakistan. The practical training also called as Observation and Training on Job, enables students to apply theoretical knowledge in real- world situations. It's a valuable opportunity for hands-on experience, skill development, exposure to diverse health-care settings, networking and personal growth. This training enhances students' resumes and prepare them for their future medical careers.

Policy Statement

The elective training policy aims to ignite the student's 'intellectual curiosity', broaden their knowledge horizons and lay the foundation for their professional excellence in their respective specialties. This policy facilitates the acquisition of a diverse skill set as students interact with patients from different beliefs, values and cultures. By engaging with different health-care contexts, this training policy also exposes students to progressive health-care advancements and research breakthroughs, ultimately contributing to enhanced health-care out comes. Moreover, this policy encourages students to critically assess and compare healthcare delivery methodologies across the designated teaching hospitals.

Aims

- To understand the significance of cutting-edge facilities, equipment and technology in providing exceptional health-care services.
- To witness professionals in action during visits to diverse teaching hospitals before concluding the program.
- To cultivate self-assurance, maturity and sense of account ability as they transition into their professional responsibilities.
- To exhibit an enhanced comprehension of ethical, confidential and delicate matters when encountering patients from various beliefs, values and cultural background.
- Acquire familiarity with health and safety protocols and gain an understanding of various Standard Operating Procedures (SOP' s) for clinical processes.

Learning Outcomes of Elective Training for Dental Students

- Witness the disease profile specific to particular region or country.
- Gain awareness of advancements in health-care that contribute to improved health outcomes.
- Contrast the delivery of health-care across various teaching hospitals.
- Observe the practical application of professional skills within different health-care systems.



Elective Training Program

S.No	Duration of Training	Accomplishment of Training	Pre-requisite of Training
01	45 days (each year)	Summer Vacations Winter Vacations	Completion of Clinical wards rotations as per respective class year

Pre-requisite Subjects for Clinical Wards

While applying for Elective Training, students should have completed their Clinical Ward Rotations in following subjects.

S.No	3 rd Year BDS	4 th Year BDS
1	Periodontology	Prosthodontics
2	-	Orthodontics
3	-	Operative Dentistry
4	-	Oral and Maxillofacial Surgery

Application Process of Elective Training of Internal Students

- Students are required to submit an application addressed to Dean/ Principal to request provisional approval for elective training at their preferred teaching hospital
- Students will receive permission, and approved students will be provided with a letter of recommendation. They should then get in touch with the HR department of their chosen teaching hospital before informing the HR department of RCoD in the case of approval.
- Upon receiving approval from RCoD, students will secure permission and be provided with a letter of recommendation. Afterward, they should initiate communication with the HR department of their chosen teaching hospital to obtain permission before informing the HR department of RCoD in case of approval.
- Upon completion of their training, the teaching hospital will furnish a certificate containing information about the credit hours completed and the specialties in which the students have been trained.
- RCoD will approve training for 25 % of students based on formal written requests from interested students, contingent upon the completion of necessary Clinical Rotations.
- The selected students undertaking elective training will not receive any financial assistance.

Clinical Electives Programs for External Students

RCoD has developed the Clinical Elective Program for external students with the aim of offering them a comprehensive experience in their chosen specialty, thus preparing them to become skilled future physicians. Engaging in Clinical Electives allows external students to acquire valuable insights from faculty, staff and patients. This experience contributes to their understanding of the evolving health-care system at RCoD and its patient care approach.



Electives Offered

RCoD offers 45 days' clinical electives training in the following specialties:

- Periodontology
- Oral and Maxillofacial Surgery
- Orthodontics
- Operative Dentistry
- Prosthodontics

Eligibility Criteria

External students will be placed for clinical elective training after 3rd year to Final year.

General Rules & Regulations (Elective Training for External Students)

- i. Students are required to submit a handwritten application to the HR department of RCoD at least 4 weeks before the summer and winter vacations, expressing their intent for elective training. The application should specify the exact training period or departmental specialty desired by the students. Students in their fourth year of BDS will be eligible for consideration for subject-specific training.
- ii. Only students enrolled in a PM&DC- accredited institute will be considered and the approval of elective training is contingent upon the submission of the following documents:
 - A letter of Recommendation from the principal of parent institution.
 - 3x Passport size pictures
 - Medical Fitness Certificate from Registered Practitioner.
- iii. Rawal College of Dentistry will not bear responsibility for accommodation, food, or medical coverage. However, upon the elective students' request, these facilities can be arranged for by paying a designated fee or charges as determined by RCoD Management.
- iv. Each elective period will span 45 days annually, and students have the option to utilize their summer and winter breaks to fulfill this obligatory training duration.
- v. Students engaged in electives at Rawal Dental Hospital must adhere to the rules & regulations of RCoD and wear a white coat as part of their attire.
- vi. Students are required to report to the HR department upon their arrival and at the conclusion of their elective training.



Migration Policy

Overview

RCoD will act in accordance of PM&DC. Student Migration policy and will allow the student for relocation from one recognized institute to another.

Eligibility of Applicant

RCoD students registered with PM&DC will be allowed to take benefit of migration from one institute to another only:

- After first professional examination has been passed by the applicant.
- When principals of both Dental Colleges have consented for it.

General Rules

- Migration of students will be allowed only between Institutions recognized by PM&DC.
- A migration shall be allowed only if migration seat is vacant in another Institute.
- Migration request of students shall be entertained when Principal (RCoD) has given such consented for it.
- An application for the Migration will be submitted by the student himself/herself not through a nominee or relative of the student.
- Migration shall be allowed after provision of following by the student:
 - i. No Objection Certificate from the Principal of Parent Institute and of other Institute where student is willing to migrate.
 - ii. No Objection Certificate issued by PM&DC.

Migration Policy for Overseas Pakistani Students

Migration of Pakistani students studying in overseas Dental Colleges shall be allowed under following conditions:

- There is a scheme of reciprocity between the two countries.
- Specific permission has been granted by the Council, PM&DC to Register those basic qualifications.
- The qualification is included in the PM&DC schedules permanently without any prohibiting provision.



Financial Support Policy

Eligibility Criteria

- Candidates who are enrolled in Pakistan's board of Intermediate, Federal Board or 'O' and 'A' Level (Pre Medical) are eligible for admission in BDS programs.
- Studying in the pre-medical group (biology, chemistry, physics) and as prescribed by PM&DC rules may apply.
- Low financial source of income with a good academic record.
- Orphan and having low financial source of income with good academic record.
- During study if financial crises occur, RCoD will support its students financially for the completion of their BDS course.
- Position holders will be awarded Cash Prizes.

Selection Process

Selection Process will be based on academic merit with special consideration given to candidates from under-privileged circumstances as mentioned above. The process of selection will be as follows:

- RCoD will accept applications as per admission process/duration.
- Candidates will be screened and shortlisted for eligibility.
- Scholarship Application pathway will be as follows:



Institute reserves the right to shortlist candidates based on criteria developed at the time of admission.



Scholarship Policy

Purpose

This policy ensures that Rawal College of Dentistry (RCoD) has an allocated budget for financial support to assist deserving students with good academic records.

Scope

This policy applies to all eligible students enrolled in RCoD who demonstrate financial need and maintain a strong academic performance.

Policy Statement

- RCoD shall allocate a specific budget annually to provide financial support to students.
- A minimum of 5% of deserving students, as determined by the Scholarship Awarding Committee, shall receive financial support.
- Eligible students shall be granted a 25% discount on tuition fees.
- Selection for financial support shall be based on both the financial need and academic merit.
- The scholarship awarding committee shall review applications and determine recipients based on predefined criteria.

Implementation & Compliance

- The scholarship awarding committee shall oversee the selection process and ensure transparency in awarding financial support.
- The finance department shall allocate and manage the financial support budget accordingly.
- Students receiving financial support must maintain satisfactory academic performance to continue eligibility.



Co-curricular Policy

Rawal College of Dentistry is committed to providing students with diverse co-curricular opportunities that enhance their personal, professional and leadership skills alongside academic learning.

- All students are encouraged to engage in co-curricular activities, including academic clubs, research initiatives, community service, sports and cultural events.
- Active participation in co-curricular activities will be documented and acknowledged in student portfolios and transcripts where applicable.
- Opportunities will be provided equally to all students, ensuring accessibility regardless of background or academic standing.
- Faculty mentors will guide and support students in their co-curricular involvement to align with professional and personal development to complement academic responsibilities without compromising coursework.

Prohibition on Participating in Political Activity Policy

- Students of RCoD are strictly prohibited from participating in any form of political activity within the institute, such as gatherings, protests, campaigning or displaying political symbols. This restriction also applies to any other similar activities.
- Any violation of this may result in formal warnings, suspension or other disciplinary measures as deemed necessary by the disciplinary committee.



Grievance Policy

"Grievance" at RCoD is defined as;

"A student's expression of dissatisfaction with any aspect of RCoD services and activities, including both academic and non-academic matters"

Following examples may fall within the scope of Grievance Policy

- i. The enrollment, induction or orientation process
- ii. The quality of education provided
- iii. Academic issues including student progress, assessment, curriculum and awards in a course of study
- iv. Lack of provision of facilities
- v. Unethical conduct of faculty/ staff member
- vi. Unprofessional delivery of academic program and course of study designed by the RCoD's Curriculum Committee
- vii. Handling of personal information and access to personal records
- viii. The way a student had been treated, discriminated, harassed or victimized

"Aggrieved Party" is defined as;

"Any student(s) or group of students who is distressed/ adversely affected by a loss or breach of financial, personal, academic, or property rights caused by an act of another student, RCoD's faculty/ staff member or/ and judgment or statute implemented by the RCoD management".

An aggrieved party is entitled to appeal against the source of distress, hence also called "The Complainant"

"Accused Party" is defined as;

"Any student(s) or group of students or RCoD's faculty/ staff member who is claimed or believed to be responsible for adversely affecting a student or group of students through loss or breach of one's financial, personal, academic or property rights". An accused party is entitled to defend against the claim, hence also called "The Respondent or Defendant"

Scope

The policy applies to the student and staff of Rawal College of Dentistry(RCoD). It shall be open to all registered students of the RCoD. The procedure shall also be open to any individual who was a registered student provided that the procedure shall be invoked within three (3) months of leaving the institute and the subject matter of the grievance relates to acts or omissions that occurred whilst the complainant was a registered student of RCoD.

The procedure can be invoked on an individual or collective basis. However, it can only be invoked by the aggrieved party (the Complainant). It cannot be invoked on someone's behalf, nor can it be invoked anonymously. However, in exceptional circumstances the Grievance Committee may deem it necessary and appropriate to consider an anonymous grievance.



Grievance management principles

The Students Grievance Policy is based on the principles that RCoD has:

- i. Developed a culture that views grievances as an opportunity to improve the institute and its operations.
- ii. Set in place a grievance handling system that is student focused and helps RCoD to prevent grievances from recurring.
- iii. Ensured that all grievances are resolved promptly, objectively and treated with sensitivity, and kept in complete confidentiality.
- iv. Ensured that views of each complainant and respondent are respected and that any party to the grievance is not discriminated against nor victimized.
- v. Ensured that there is a consistent response to grievances.
- vi. Ensured that grievance procedure is designed to assure that RCoD responds effectively to each individual case of dissatisfaction

Policy

In line with the Rawal Institute of Health Sciences (RIHS's) Mission, the dental college aims to promote and maintain an open and supportive learning environment within which students can optimize their personal, academic and professional development. The aim of the student grievance policy and its associated guidelines is to provide processes that enable student concerns to be addressed quickly, without any fear of reprisal pertaining to the source of concern as practicable.

RCoD is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants.

Policy Coverage

Students at RCoD have the right to express their grievances in relation to any discrimination.

The grievance procedure shall be followed if a student feels that he or she has a grievance against any operation, decision, and/or services provided at RCoD regarding any academic or non-academic matters which may or may not directly affect his/her ability to perform.

In case of non-academic grievances, the term "complainant" applies to both current students of RCoD and mode of study and persons seeking to enroll with RCoD. These grievance procedures shall be made available to complainants.

However, if this is impracticable, complainants can complaint through following available mechanisms. Please note that all mechanisms are free of charge.

The policy shall apply to management of grievances arising between parties include:

- i. Student: Student
- ii. Student: Faculty/Staff Member
- iii. Student: External Agency - such as those co-operating with the institutes practical placements (e.g. clinical, school, business placements) provided that the student shall first have exhausted avenues of resolution under any applicable complaint or grievance handling procedure of the cooperating institution.



Standard Operating Procedure

The RCoD is committed to ensuring that the majority of student grievances are resolved in a cooperative, rather than adversarial, manner. Following procedure shall be adopted for addressing the student grievances;

- At Step 1, students are encouraged to solve their grievances in an informal manner.
- Step 2 entails the stages of formal grievance procedure initiated at the receipt of Student Grievance Form by the complainant.

Details of each step are discussed below:

Step 1: Informal Grievance Procedure

Any attempts made by the complainant to informally resolve an incident that caused the grievance shall fall under Informal Grievance Procedure. Following steps shall outline the procedure of an informal resolution to a grievance:

- The grievance shall be raised with the RCoD Administration
- The grievance shall be raised normally within five working days of the incident that prompted the grievance.
- In describing their grievance, the complainant shall state;
 - i. The date and time of the incident
 - ii. Nature of the incident
 - iii. Clearly outline the expected outcome
- The Administration shall respond to the verbal or written request to resolve the issue and scrutinize the particulars of the matter
- With a view to resolving the matter, a meeting shall be arranged between the complainant and the respondent in presence of the member of the College Administration.

Step 2: Formal Grievance Procedure

If the complainant is unable to resolve the issue at the informal stage they shall submit a Student Grievance Form to the Grievance Committee Officer in the College Administration Office. On the Student Grievance Form, the student is required to ensure the availability of the following details:

- His/her name as mentioned on a valid Student ID issued by the RCoD
- The session in which he/ she was enrolled at the Institute
- His/her complete contact details including postal address, email address, home number and an all-time accessible mobile number.
- Outline the incident which includes date and time at which the incident occurred, nature of the grievance and parties involved (i.e. student/staff etc.)
- He/she shall attest to the reliability of the information provided in the said form
- The student shall also state the outcome he/she is hoping to achieve and mention any attempts made to informally resolve the grievance.



A copy of the submitted Student Grievance Form shall be provided to the respondent. The Student Grievance Form shall normally be submitted within 15 working days of the occurrence of the incident which prompted the grievance. It shall be signed and dated by the student. It is acknowledged that the timing of the submission of the Student Grievance Form may be affected by any attempts at informal resolution of the grievance under Step 1.

The Grievance Committee Officer shall acknowledge receipt of the Student Grievance Form within 7 working days of receipt of the Student Grievance Form and shall investigate the matter which shall normally include a meeting with the Grievance Committee Chairperson, the Grievance Committee Advisor and the respondent. As part of the investigation, the student shall also be asked to attend a meeting to discuss the grievance in greater detail.

Following the conclusion of an investigation, the Grievance Committee Chairperson shall make a suggestion as to whether or not the complaint shall be upheld and whether any action is necessary.

The suggestion shall be submitted to Principal Rawal College of Dentistry for final approval. The precise nature of any action to be taken shall depend on the circumstances of each case. Such action may include

- Recommendation of taking certain specified steps to resolve the grievance.
- Directing the respondent to formally apologize to the complainant.
- Directing the respondent to amend his/her behavior or practices as appropriate.
- Directing the complainant to be withdrawn.
- Directing the complainant to formally apologize to the respondent for making a malicious or mischievous complaint. Warning both parties to a conflict as to future conduct and detailing possible action for further infringements.

The Principal Rawal College of Dentistry shall endeavor to conclude the investigation under this Step and shall endorse the Grievance Committee's decision and communicate the same in writing to the relevant parties within 15 working days of having acknowledged receipt of the Student Grievance Form.

Grievance Review Procedure & the Right to Re-Appeal

If the complainant or respondent is dissatisfied with the decision and/or action taken under Step 2, an appeal can be made to the Grievance Committee requesting to review the decision sanctioned by the committee.

Following steps shall be taken to enter into the formally enter the Grievance Review Procedure:

- i. The appeal shall be submitted to the Grievance Committee Officer in writing.
- ii. The appeal shall clearly state the reasons for wishing to take the grievance to this stage.
- iii. This process shall normally be done within ten working days of receipt of the response from Step 2.
- iv. The Grievance Committee Officer shall acknowledge receipt of the request and convene a meeting of the e. Committee typically within 15 working days of receipt of the request.
- v. The other party to the original grievance shall also be given a copy of the written appeal.
- vi. As part of its review, the Committee shall have access to all prior records and documents relating to the initial grievance.



vii. The Committee shall;

- Normally request to meet with all parties involved in the grievance, individually or collectively
- Endeavor to have completed its review within 30 working days of receipt of the response from Step 2
- Make a determination as to whether the original decision shall be upheld, overturned or modified, only after thoroughly reviewing the decision sanctioned at step 2

The Principal RCoD, shall normally make final approval on the Committee's determinations within 7 working days of the hearing. A written summary of the hearing shall be kept with any other relevant paper in the Administration Office. The decision of the RCoD's Principal is the final stage of this Procedure.

Closure of Complaint

The complaint shall be considered as disposed-off and closed when:

- The complainant has indicated the acceptance of the resolution.
- The complainant has not responded within four weeks from the date of receipt of information on resolution

The proceeding concerning each grievance shall be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed by the members of Student Grievance Committee, for the investigative purposes only.

Exemptions

The aforementioned policy and procedure may not be applied to cases when

- The complaint falls under the jurisdiction of RCoD's Disciplinary Committee.
- The students challenge the academic judgment of examiners

Further Action

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under the Laws of the Government of Pakistan. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Grievance Data

At RCoD we have maintained a grievance log which is being used to monitor cases and improve our internal procedure. In addition to resolving individual disputes, the grievance mechanism gives us the opportunity to make changes and improvements where needed. The grievance log (or register) is vital for our practice as it helps us to analyze information about grievance, conflict trends, personal and academic issues so that we are in a position to implement changes if need be to managing grievance procedure in an efficient manner.



Record keeping and Confidentiality

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon written request to the Principal. All records relating to grievances shall be treated as confidential.

Student Grievance Committee

A Student Grievance Committee shall be constituted by the Board of Directors, RCoD to implement the Student Grievance Policy (aforementioned) and address the student grievances as per the policy designed and approved in the Academic Council Meeting with consensus. A Committee shall be comprised of College Faculty and Administrative Staff, and the members of the Committee shall remain the same for the period of five until unless an unforeseen situation arises that demands the revision in the selection of Committee Members. Student Grievance Committee;

- Shall be chaired by the Vice Principal of the College
- Shall be advised the Professor of basic Sciences and Professor of Clinical Sciences.
- Manager Administration and Manager Students Affairs shall be the members of the Student Grievance Committee.

Student Grievance Committee Members

- | | |
|------------------------------|---------------------------|
| • Prof. Saad Asad | Principal RCoD |
| • Prof. Sadaf Humayoun | Vice-Principal RCoD |
| • Prof. Huma Ghazanfar Kiani | Professor of Orthodontics |
| • Mr. Khwaja Farzad Masud | Manager Administration |
| • Ms. Ayesha Bashir | Manager Student Affairs |



Disciplinary Action

The college Disciplinary Committee keeps effective watch over maintenance of discipline and enforces the code of conduct in routine daily matters. A team nominated by the principal will comprise the committee. In cases of any breach of discipline, the decision taken by the principal will be final and cannot be challenged.

Composition

The composition of the disciplinary committee is as under:

• Col (R) Prof. Muhammad Kaleem	Head of Committee
• Lt. Col (R) Dr. Rizwan Qureshi	Member
• Brig (R) Dr. Ali Akhtar Khan	Member
• Dr. Amna Amjad	Member
• Dr. Saqib Sarfraz Khan	Member

The committee will supervise the following:

1. Implementation of the dress code for the students.
2. Dealing with cases of absentee/late coming students of different classes/clinical wards thereby ensuring the presence of students in their respective classes.
3. Disposal of other disciplinary cases pertaining to students.
4. Counseling of the students for the improvement in the discipline

Disciplinary Regulations

Principles of Fair Process:

All disciplinary proceedings must reflect transparency, fairness and accountability. They should be:

- Unbiased and Professionally Accountable: The student must be treated justly without prejudice.
- Objective: Hearings should be impartial and free from personal bias.
- Well-documented: Every stage of the process should be recorded, including notices, evidence and decisions.

Components of Fair Disciplinary Process:

The following elements must be present in all formal disciplinary procedures:

- Notice of Impending Action: Students must be given formal written notice regarding the nature of the alleged misconduct and the time, date and venue of the hearing.
- Disclosure of Evidence: Students have the right to review the evidence on which any disciplinary action would be based
- Opportunity to Respond: Before any decision is made the student must be given an opportunity to present their version of events.
- Appeal Process: Students have the right to appeal the decision.



Disciplinary Actions

Various disciplinary actions taken by the committee according to the nature and degree of violation of rules by the students after deliberations of the committee can be as under:

- Withdrawal from college rolls.
- Debarment from all academic activities.
- Cancellation of leave
- Cash fines.
- Formal warning with information to parents/guardian.
- Disallowing to apply for university examination.

Meetings of Disciplinary Committee

Quarterly meetings should be held to discuss matters related to college and students. In case of any misconduct, an immediate meeting can be held in the direction of the principal. After the meeting, the minutes of the agenda being discussed in the meeting will be released and sent to the principal for further action.

Dress Code

1. The students are expected to look neat and clean and to wear decent & modest dresses. All students are required to wear the college uniform as per the college policy of having one color day. Dress on color day shall be decent.

2. Wearing jeans, T-shirts, short pants, sleeves-less shirts, gaudy jewelry, open shoes, casual slippers and noisy heels in the college and hospital premises will be considered as a violation of discipline. All students must wear their college ID cards for security reasons.

White Coats

The students must wear white coats while attending laboratories, dissection hall, all classes and the hospital. Students are required to be in proper dress. The dress code can be categorized as follows

College Dress

Girls:

- Blue saree with black blouse, Black shoes (front closed)
- Blue blazer with logo on pocket (in winters)

Note:

- No Tights.
- No skintight dress.
- No jeans for girls at any location/circumstances.

Boys:

- Gray trousers, white shirt, black belt, college tie, black shoes with black socks.
- Blue blazer with logo on pocket (in winters)



Note:

- Do not wear multicolored socks.
- Strictly no jeans.
- Hair to be 'Boy cut', no spikes, no 'out of Bed Look'
- Boys are not allowed to wear shalwar kameez, or kurta outside their rooms; shalwar kurta is allowed only for Juma prayers.

Note:

- Dress for exams will be uniform.
- Dress for Extra-Curricular Activities where college is represented will be uniform.
- Dress for excursions shall be decent.

Hair and Personal Hygiene

- Girls will be allowed to maintain their hair style as an induction in the college.
- Boys will maintain a normal haircut and will not have any ponytails, 'spikes', out of Bed Look', punk look or the like.
- All boys are expected to shave on daily basis. Tattoos, studs under no circumstance shall any Tattoo or studs be worn on the body.

Fine:

The head of the institution is competent to impose and remit fines. Calculation by the institution and decision shall be final.

Punishments

S.No	Nature of Offence	Awarded when committing (major/minor penalty)
1	Verbal Warning	Minor
2	Fine	
3	Written Warning	Major
4	Suspension with Fine	
5	Suspension	
6	Cancellation of Exam	

Minor Punishment

The following punishments can be awarded:

- Smoking in the institute by any student: Rs.500/-fine
- Absences from regular classes (each lecture): Rs.500/- fine
- Absence from the class test for the first time: Rs.1000/-fine
- Absence from the class test for the second time: Rs.2000/- fine
- Absence from the class test for the third time: Rs.3000/-fine
- Non wearing of white coat: Rs.300/-fine (each time)
- Not proper uniform: Rs.500/-fine



Offences and Punishments

Additionally, regarding all such offences that occur in the institution, attached hospitals and hostels premises, the head of the institution may at his discretion refer the case to the Disciplinary committee of the Institution, which shall be appointed by the Academic Council from time to time. This Disciplinary committee shall have the power to interview any student or students or any member of the staff or any member of public and is empowered to send its recommendations to the head of the Institution who may not seek the ratification of these recommendations by the Academic Council.

After considering the recommendations of the Disciplinary committee, disciplinary action by the head of the Institution against the students committing a might take one or more of the following forms depending upon severity of the offence.

- The student may be asked to tender an apology, verbally or written. This shall be placed on the student's record.
- A student may be placed on probation for a period of up to three months. If during the period of probation, he/she fails to improve his/her conduct, he/she may be expelled from the institution.
- A student may be fined up to Rs.50000
- Scholarship may be suspended or stopped. (This action shall surpass all agreements)
- A student may be suspended from the Institution roll for a period determined by the Head of the institution.
- The student may be expelled from the institution for a period determined by the Head of the institution.
- The student may be forcibly migrated to another medical/dental institution for the province.

Regulations Relating to Expulsion

Expulsion whenever imposed on a student shall mean the loss of a specific duration of studies as determined by the Head of the Institution and will mean his/her being debarred from the university examination during the period of his/her expulsion. Examination period shall be taken as absence. Expulsion involves:

- a. A student expelled from an institution shall not be readmitted.
- b. Cases of expulsion shall be reported to the university by the head of the institution concerned for registration and notification

Official Channel for Enforcement of Discipline

The following official channels are available.

The Student's Affairs Committee:

The role of this committee is counseling and advice. This Committee can refer the case for evaluation, opinion investigation and the like to any other specialist/form etc.



Discipline Committee:

The Discipline Committee consists of 3 to 4 senior members of the faculty who would deal with any disciplinary matter referred to it by the principal or the chief Operating Officer. The role of this Committee is to:

- i. probe/investigate into the incident.
- ii. Deliberate on the nature of offence.
- iii. Call for reports/investigations or order assessments and psychiatric evaluations.
- iv. Give the audience to students or parents and make decisions.
- v. Recommend punishments.

Political Activity

No political activity of any sort or description is allowed on campus. Student shall **NOT**:

- Engage in any political activity
- Invite any politician for address-irrespective of the status of the speaker unless such an address is totally academic and academically related.
- Address a press conference.
- Participate in the activities of Unions, Associations, Doctors Forums, Leagues and Representative Bodies etc.
- Be invited to another location for address/participation in gatherings which are political in nature.
- Participate in any procession agitation, demonstration and like against the government, regulatory body or the university.
- Jointly or singly sign any application against the Regulatory Authority, University or any other person not directly connected with the college.
- Wear any badge, emblem or advertisement that can propagate the cause of any party.
- Bear on his car/transport any stickers that can propagate the cause of political party, unions, society or association and no gathering are allowed.

Religious Activity

- All forms of public and private religious gathering are not allowed except prayer/Juma Congregation. The College follows a tolerant policy where all sects of Islam are viewed as equal.
- Mosque is open to all believers who believe in One God and Muhammad (PBUH) as prophet of Allah.
- The students shall not indulge in any religious discussion unless permitted so in writing by the Principal RCoD. No gatherings, talks, guest speakers, religious scholars shall be invited by the students as this is strictly the domain of the Mosque Committee and the Administration.

Smoking, Drugs, Alcohol and Undesirable Activity

- RCoD is a smoke-free campus and smoking is not allowed. Same applies for the attached/affiliated hospitals as well.



- Consumption of Drugs like Gutka, Naswar, Charas and Alcohol including beer is strictly prohibited and shall attract immediate expulsion.
- Students are not allowed to play cards, engage in betting or gambling. Violation will draw disciplinary action, fine or both.

Firearm

The students shall not keep in their possession firearms, other weapons of offence and narcotics in the premises of the institution, attached hospitals and hostels. Disciplinary action shall be taken against the student found guilty and will usually resort to expulsion.

Use of Mobile Phone

- Use of mobile/cell phones during college hours is entirely prohibited. Hostel students should leave their mobiles in lockers. Under no circumstances will the student take the mobile/cell phone to the class. Smart phone android phones capable of internet browsing are not allowed. Only a simple mobile with capability of phone call/message is allowed.
- Any mobile phone found on the person of a student is liable to be confiscated or at least the SIM be made ineffective. Repetitive use of mobiles shall be punished as violation of discipline and additionally be fined.
- It is a routine for the college to withdraw all mobiles or SIMs before any of the Examinations.

Disciplinary actions are taken to maintain a respectful, professional, and productive learning environment. Decision will be initiated by President of the Committee in consultation of committee members against any students who found guilty of misconduct.



Anti-Harassment Policy

Rawal Institute of Health Sciences follows the policy of HEC regarding anti-harassment.

Sexual Harassment Policy

Rawal Institute of Health Sciences is committed to maintaining a place free of sexual harassment.

Definition of Sexual Harassment

Sexual harassment includes any unwelcome verbal, physical, or visual conduct of a sexual nature. Examples include inappropriate comments, gestures, or physical advances.

Zero Tolerance

Rawal Institute of Health Sciences has a zero-tolerance policy for sexual harassment. Any individual who engages in sexual harassment will face disciplinary actions, including possible termination.

Reporting Procedure

Employees who experience sexual harassment are encouraged to report the incident immediately. Confidentiality will be maintained to the greatest extent possible.

Investigation

All complaints will be investigated thoroughly. If harassment is confirmed, appropriate disciplinary measures will be taken against the offender.

Conclusion

Rawal Institute of Health Sciences strives to create a safe and respectful environment.



Research Culture at Rawal College of Dentistry (RCoD)

As a student at Rawal College of Dentistry, you are part of a profession that blends clinical expertise with scientific inquiry. Research is the foundation of modern dentistry, driving innovations in patient care, treatment techniques and preventive strategies.

In RCoD, we introduce the students to the importance of research in dentistry, guide them in developing essential research skills and highlight opportunities for them to contribute to the advancement of oral health sciences. Engaging in research during the studies will enhance their critical thinking, problem-solving abilities and evidence-based practice.

Here, you will find information on:

- The role of research in dental education and practice
- Steps to plan and conduct a research project
- Ethical considerations in dental research
- Opportunities for presenting and publishing your work

We encourage students to embrace research as a vital part of their professional growth. By asking questions, exploring new ideas and contributing to scientific knowledge, they will help shape the future of dentistry.

We ensure that every student develops essential research skills throughout their academic journey. In 2nd year BDS, students are introduced to the concept of research along with its designs and methodologies. They are taught how to write a research synopsis and demonstrated to use SPSS for basic data analysis. By the time they reach house job, they are required to complete a research project under faculty supervision.

Our dedicated faculty members are always available to guide the students—from selecting a topic to finalizing their findings—ensuring they gain hands-on experience in evidence-based dentistry.

Research Advisory Committee Members

- | | |
|----------------------|-------------------|
| • Prof Rubina Mumtaz | Head of Committee |
| • Dr. Adeela Awan | Coordinator |
| • Mr. Saleem | Statistician |



Mental Health at Rawal College of Dentistry (RCoD)

Mentoring

Dental college has its own unique culture and style which at times can be over-whelming for students. Coming to grips with multiple challenges; a new environment, different learning techniques and a totally new style of curriculum and curricular content can be daunting for even the most seasoned. Mentoring is a process where an experienced, highly regarded, empathetic person (mentor) guides another individual (mentee) in learning, personal and professional development. The mentor-mentee relationship is based on mutual trust, respect and a willingness to learn and share. The mentor encourages the mentee to reach his/her full potential by sharing knowledge and experience, and provides emotional support and encouragement. Mentoring is a partnership between two individuals, the mentor (tutor) and the mentee (student). The mentee needs to absorb the mentor's knowledge and have the ambition and desire to know what to do with this knowledge.

In RCoD every dental student will be allotted a mentor, whose services would be available to the student desirous of discussing his/her social, psychological and emotional problems. Their confidentiality will be maintained and mentors will try to help the students cope with their different issues. If you ever feel that you need help you should contact your Mentor and to take full advantage of this opportunity keep following rules in mind.

- i. Allow your mentor to take the lead in the relationship, at least initially. Always act with courtesy and respect towards your mentor.
- ii. Use active listening skills during discussions with your mentor. Be careful not to interrupt, unless you need to.
- iii. Clarify a point. Take notes when appropriate, ask good questions and have a purpose for your questions. Prepare the goals and objectives you have for your career. Be prepared to ask for specific guidance and advice on your goals, plans and strategic ideas. The more specific you can be, the easier it will be for your mentor to help you.
- iv. Take the initiative to ask for feedback. Feedback is critical to your personal and professional growth and development. Honest feedback gives you an opportunity to improve yourself and help you to move towards fulfilling your potential.
- v. Always be considerate and respect your mentor's time as you do your own. Be thorough, but concise in your explanations, experiences and comments.
- vi. Return phone calls promptly and be on time with commitments or meetings. If your mentor offers a specific time frame of availability, respect his/her wishes by following through.
- vii. Seriously consider all advice or suggestions you receive. Arguing why the mentor's advice would not work, can be construed as rude and close-minded.
- viii. Demonstrate that you have followed advice or commitments for action at every opportunity, even if you have modified your plan. Pointing out that you used your mentor's help and sharing outcomes is important.
- ix. Make only positive or neutral comments about your mentor to others. If you disagree with your mentor's values, behaviors, or attitudes, discuss it with him/her directly. Respect your mentor's confidence and trust.



- x. Assume the mentoring relationship will be strictly professional. Let your mentor take the lead in establishing a more friendship-based connection. Do not intrude into your mentor's personal life or expect to be close friends.

Be sure to end mentoring relationship on a positive note, keep in touch with your mentor to share your progress.

Student Counselling Services

At RIHS, we are committed to supporting students' psychological, academic, and career needs through accessible counseling services.

Clinical Support

Ms. Nargis Munir, our on-campus Clinical Psychologist, provides confidential counseling to help students manage:

- Stress and anxiety
- Academic challenges
- Emotional or behavioral concerns
- Career-related stress

As a clinical psychologist supporting our dental students, Ms. Nargis Munir is available to help those facing challenges that may impact their mental health.

Students have various options available to reach out to the counselling cell psychologist, i.e.

- Identified with mentoring sessions
- By peers
- Self-reporting
- Other



Hostel Facilities for Dental Students

Hostel Policy

Admission and Registration

- All residents must complete the registration process before moving in.
- Students must provide valid identification and necessary documents.
- Hostel fees must be paid on time as per the schedule.

Room Allocation and Maintenance

- Rooms are assigned by the administration and cannot be changed without approval.
- Residents must keep their rooms clean and avoid any damage.
- Any maintenance issues should be reported immediately.

Timings and Curfew

- Entry and exit timings must be followed strictly.
- Late-night outings require prior permission from the warden.
- Visitors are only allowed during designated hours.

Discipline and Conduct

- Residents must maintain a respectful and peaceful environment.
- Loud music, parties, and any disruptive behavior are not allowed.
- Any misconduct will lead to disciplinary action.

Safety and Security

- Residents must carry their ID cards at all times.
- Unauthorized guests are strictly prohibited.
- Fire safety and emergency rules must be followed.

Meals and Dining

- Meal timings must be followed as per the schedule.
- Outside food is allowed but should be stored properly.
- Wasting food is discouraged.

Use of Facilities

- Common areas must be used responsibly.
- WiFi and other services should not be misused.
- Laundry and washing areas should be kept clean.

Prohibited Activities

- Smoking, alcohol, and drugs are strictly banned.
- Any form of harassment or bullying will not be tolerated.



- Damaging hostel property will lead to fines or expulsion.

Leave and Vacations

- Residents must inform the administration before leaving for vacations.
- Belongings should be secured before leaving.
- Extended leaves must be approved by the warden.

Check-out and Clearance

- Residents must clear all dues before leaving the hostel.
- Rooms should be handed over in good condition.
- Any damages must be paid for before check-out.

These policies ensure a safe, comfortable, and disciplined environment for all residents.

Hostel Mess Policy

Registration and Payment

- All residents must register for the mess service before availing meals.
- Mess charges must be paid on time as per the schedule.
- Refunds are not applicable once payment is made.

Meal Timings and Attendance

- Meals will be served only during designated hours.
- Late or missed meals will not be compensated.
- Residents must mark their attendance while taking meals.

Dining Etiquette and Cleanliness

- Residents must maintain cleanliness in the dining area.
- Wasting food is discouraged and should be avoided.
- Tables and utensils should be handled with care.

Food Quality and Complaints

- The mess will provide hygienic and nutritious meals.
- Residents can submit feedback or complaints to the warden.
- Special dietary requests must be informed in advance.

Guests and Outside Food

- Outside food is allowed but should be stored properly.
- Guests are not allowed to dine in the mess without prior approval.
- Any guest meal charges must be paid in advance.



Discipline and Conduct

- Residents must behave respectfully with the mess staff.
- Arguments, loud discussions, or any form of misconduct are not allowed.
- Violation of mess rules may lead to disciplinary action.

Use of Facilities

- Mess utensils should not be taken outside the dining area.
- Food should not be wasted or misused.
- The mess area should be kept clean after use.

Prohibited Activities

- Smoking, alcohol, and drugs are strictly banned in the mess.
- Playing loud music or causing disturbances is not allowed.
- Damaging mess property will lead to fines or expulsion.

Leave and Mess Subscription

- Residents must inform the administration if they will be absent for an extended period.
- Temporary suspension of mess service requires prior notice.
- No refunds will be given for missed meals.

Check-out and Clearance

- Residents must clear all mess dues before leaving the hostel.
- Any outstanding payments must be settled before check-out.
- Violations of mess policies may affect hostel residency status.

These policies ensure a well-managed, hygienic, and disciplined dining experience for all residents.

Hostel Transportation Policy

Registration and Eligibility

- Only officially registered hostel residents are eligible to use the transportation services.
- Students and staff must provide valid hostel identification while availing of the transport facility.
- Transport registration must be completed at the beginning of the academic session.
- Any transport fees, if applicable, must be paid in advance as per the payment schedule.
- Unauthorized individuals, including guests and non-residents, are not allowed to use hostel transport services.

Transport Schedule and Routes

- Hostel transport will operate according to a fixed timetable, covering designated routes to and from the institution.
- Residents must adhere to the prescribed pickup and drop-off points and should reach on time to avoid delays.



- The administration reserves the right to modify routes or schedules based on demand, weather conditions, or unforeseen circumstances.
- Any changes in the transport schedule will be communicated in advance through official hostel notice boards or digital communication channels.
- Transport services will not be available during public holidays or institutional breaks unless otherwise notified.

Usage and Conduct

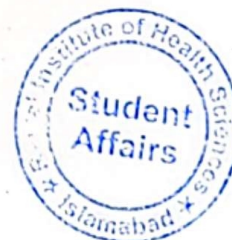
- All residents must behave responsibly and respectfully while using hostel transport.
- Seats will be allocated on a first-come, first-served basis. Standing inside a moving vehicle is strictly prohibited.
- Playing loud music, engaging in arguments, or disturbing fellow passengers is not allowed.
- Any form of vandalism, including damaging bus seats or other property, will result in strict penalties.
- The driver's instructions must be followed at all times for safety and smooth operation.

Emergency and Ambulance Service

- A fully equipped ambulance service is available 24/7 for medical emergencies.
- In case of sudden illness, injury, or any other medical emergency, residents should immediately contact the hostel warden or administration.
- The ambulance service is available free of charge for emergencies occurring within the hostel premises.
- Residents are strictly advised not to misuse the ambulance for non-emergency purposes.
- Hostel staff will coordinate with nearby hospitals to ensure quick medical attention.

Safety and Security Measures

- Residents must always remain seated while the vehicle is in motion.
- The transport staff has the right to refuse service to anyone violating safety guidelines.
- Unnecessary distractions to the driver, including loud conversations or sudden movements, should be avoided.
- In case of any suspicious activity or security concerns, residents should immediately inform the driver, transport in-charge, or hostel administration.
- Hostel vehicles are regularly inspected to ensure proper maintenance and roadworthiness.



Prohibited Activities

- Smoking, drinking, or consuming drugs inside hostel transport is strictly prohibited.
- Residents must not engage in any illegal or unethical activities while using transport facilities.
- Carrying flammable items, hazardous materials, or weapons inside hostel transport is not allowed.
- Any form of harassment, bullying, or misconduct with fellow passengers, transport staff, or drivers will lead to disciplinary action.
- Unauthorized guests or outsiders are not allowed to board hostel transport vehicles.

Reporting Issues and Complaints

- Residents can report any issues related to transport services, including driver behavior, vehicle condition, or route concerns, to the hostel administration.
- Complaints should be submitted in writing or via the official complaint portal, if available.
- The administration will address complaints promptly and take appropriate action.

Leave and Absence from Transport Services

- Residents must inform the administration in advance if they do not wish to use transport services for a temporary or extended period.
- Those taking extended leave from the hostel should ensure their absence is recorded to avoid unnecessary transport charges.

Check-out and Clearance

- Before checking out from the hostel, residents must clear all pending transport dues, if applicable.
- Any damage caused to hostel transport property must be compensated before final clearance.
- Violations of transport policies may result in suspension from transport services or impact hostel residency status.

