

**Pravara Rural Education Society's
College of Pharmacy (For Women), Chincholi
Tal: Sinnar, Dist: Nashik**



GRIEVANCE REDRESSAL POLICY

One Purpose, One Mission, One Dream

Policy Objective: To provide a mechanism to students of the college to air out their grievances and to provide redressal for the same so that they have smooth span at the college from the day of admission to their graduation.

The objectives of Students Grievance Redressal Cell include the following:

- i. To support, those students who have been deprived of the services offered by the College, for which she is entitled.
- ii. To ensure effective solution to the student's grievances with an impartial and fair approach.

Definition: “Aggrieved student” means a student who has any complaint in the matters concerned with the grievances defined under these guidelines, and includes a person seeking admission to the college.

“Grievances”: *Grievances include the following complaints of the aggrieved students, namely:*

The Student's Grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment. The objectives of Students Grievance Cell include the following:

Scope:- The Committee deals with Grievances received in writing or orally or telephonically from the students about any of the following matters:-

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Discipline matters: related to rules and code of conduct of college
- Other Matters : Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc.,
- Gender Sensitivity Related: Sexual harassment,
- Ragging

Functions:- The cases are attended promptly on receipt of written or orally or telephonically grievances from the students. The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

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Procedure:-

- The setting of the Grievance Redressal Committee for students will be widely published.
- The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.
- The GRC will act upon those cases which have been forwarded along with the necessary documents.
- The GRC will take up only those matters which have not been solved by the different committee or departments.
- Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc are attached.
 - The Committee is requested to Contribute effectively to dispose the grievances at the earliest. A registry to register the compliant is established and kept in the Principal office under the Supervision of Prof.Charusheela Bhangale, Vice Principal of the college.
 - On receipt of the Compliant, the staff in-charge of the registry will submit the same to the Member Secretary of the “Grievance Redressal Committee”.
 - The Committee will meet, with any information to the complainant on their day of Convenience. An aggrieved Student or Parent may appear in person to present his/her case.
 - In the case, the complainant not satisfied with the decision of the Committee, they may send their appeals to the “OMBUDSMAN” appointed by the Affiliating University.
 - The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the Institute and the aggrieved person.
 - The Institution shall comply with the order of the ombudsman. Any order of the OMBUDSMAN not complied with by the Institution, will be reported to AICTE for appropriate action.
 - In case of any false/frivolous Complaint, the ombudsman may order appropriate action against Complaint.

Frequency of meeting

Once in three months and whenever needed

Establishment of a Grievance Redressal Committee.

In order to comply with the AICTE Regulation for addressing, student or Parent’s grievance in a Technical Institution, “Grievance Redressal Committee” of PRES’s College Pharmacy, Chincholi, has been constituted with following Staff in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

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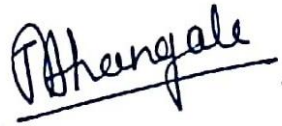
CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE:

Sr. No.	Designation
1.	Chairman
2.	Academic Coordinator
3.	Female Faculty Member
4.	Female Faculty Member
5.	Female Faculty Member
6.	Member

The Student or Person, who are willing to launch any complaints, shall send their representation for redressal of their grievance to the following Grievances Redressal Committee. All aggrieved parents and the stockholders may also thenceforth approach to the Grievance Redressal Committee.



Prepared By



Checked By



Approved By

Principal
College of Pharmacy, Chincholi
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