



Hon. Shri. Babanrao Pachpute Vichardhara Trust's Group of Institutions

Faculty of Pharmacy

Approved by AICTE & PCI, New Delhi
Affiliated to Savitribai Phule Pune University, Pune & MSBTE, Mumbai.
A/P-Kashti, Tal-Shrigonda, Dist-Ahmednagar, Pin- 414701

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OFFICE ORDER

Grievence Redressal Cell (GRC) has been constituted as per the norms of AICTE (Redressal of Grievance of Students) Regulations, 2019 and UGC (Grievance Redressal) Regulations, 2018 with the aim to provide opportunities for redressal of certain grievances of students already enrolled in the institute to improve better stakeholder relationship and develop vibrant, friendly and conducive environment.

Sr. No.	Name of Member	Position
1	Dr. Nirmal Sunil Ashokrao Principal, HSBPVT's Parikrama GOI, Faculty of Pharmacy	Chairman
2	Ms. Raykar Meghana Hiranman Assosiate Professor, Pharmaceutics	Member Secretary
3	Dr. Zaware Manisha Sunil Senior Faculty, HSBPVT's GOI, FOP, Kashti	Member
4	Dr. Wayal Sandesh Rangnath Senior Faculty, HSBPVT's GOI, FOP, Kashti	Member
5	Ms. Giramkar Ankita Arjun Assistant Professor, Pharmaceutical Chemistry	Member
6	Ms. Ithape Pratiksha Student Representative, B. Pharmacy	Member
7	Ms. Shinde Arati Student Representative, M. Pharmacy	Member

- **Frequency of meeting:** Committee shall meet at least twice a year.
- **Tenure:** Period of two years.



DTE Code: 5303
PCI code: 851

PUN Code: CPHA017210
AISHE Code: C-41322

AICTE ID: 1-12614931
MSBTE Code: 2022

Roles and Responsibilities:

- Resolve grievances of students and other stakeholders within a reasonable time for further strengthening the bond of the students with the institution for maintaining a convenient ambience of academic teaching and learning.
- Develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institution and redress the problems reported by the students.
- Uphold the dignity of the Institution by ensuring conflict free atmosphere in the Institute through promoting cordial student-student relationship and student teacher relationship.
- Make teaching and supporting staff responsive, accountable and courteous in dealing with the students and ensure effective solution to the student grievances with an impartial and fair approach.
- Advise the students to respect the right of dignity of one another and encourage them to communicate their complaints and issues openly and honestly without worrying about being victimised.
- Advise all the students to refrain from inciting students against other students, teachers, institute and administration and not behave in a vindictive manner towards any of them for all reason.
- Ensure effective solution to the student's grievances with an impartial and fair approach and assure them that the grievance has been properly solved in a stipulated time limit provided by the cell.

Grievance Management Mechanism:

It is carried out in three levels in the institution:

Level - 1: Departmental Level

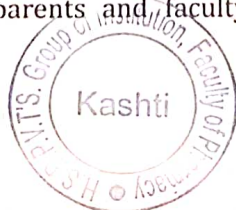
Grievances are attended and handled by the concerned department heads.

Level - 2: Grievance Redressal Cell (GRC) Level

Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell (GRC) of the institution. The students can approach directly to the GRC with their complaints.

Level - 3: Head of Institution Level

Depending on the seriousness of the problem, the issues are settled by the GRC or by the Principal in consultation with parents and faculty. With the collective efforts of all the




stakeholders - the Management, Principal, Department Heads and GRC resolves the complaints promptly and efficiently.

The Grievance Redressal Cell (GRC) shall follow the principles of natural justice while resolving the grievances in following manner,

- All complaints are collected, analyzed, scrutinized and handled by the institute GRC.
- Student aggrieved can send their grievance through suggestion boxes which are placed near the administrative office of the institute.
- After scrutinization general complaints are addressed by GRC and other complaints are send to respective cells or committee as per it's nature viz. 'Anti-ragging committee, women grievance committee, discrimination cell to handale physical and psychological harm and prevent sexual harassment of women, discrimination respectively. If required GRC will forward grievances to management on the basis of severity of the issue.
- Accordingly GRC or cell or committee shall resolve the grievances within period of fifteen days of receiving the complaint and shall provide a copy of the order to the aggrieved person(s) if necessary.
- After receiving the complaint, the concerned parties are called and give equal opportunities to put their point of views. This process makes it more transparent and unbiased.
- Depending on the seriousness of the problem, the issues are settled by the Cell or by the Principal in consultation with other members of the management, parents and faculty.
- The collective efforts of the management, department heads, class teachers, various staff coordinators, the GRC resolve the complaints promptly and efficiently.




Dr. S. A. Nirmal
Principal

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