



## **Grievance Redressal Committee (for Teaching and non-teaching, Parents and Students) Policy and Procedures, AY 2024-25 & 2025-26**

### **1. PREAMBLE**

DSPM's Dnyandeep College of Pharmacy is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal committee was set up at MMCOP in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) for handling day-to-day grievances related to students, parents and staff members. Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner, maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Committee to submit his/her grievance in writing or send through e-mail on college website grievance redressal portal.

### **2. OBJECTIVES**

- To uphold the dignity of the college by promoting cordial relationship among staff non-teaching staff, Students and Student-Teacher relationship.
- To investigate and review complaints or grievances.
- To create awareness of the availability of Grievance Redressal committee, amongst staff and faculty members to report grievances.
- To investigate the cause of grievances.
- To resolve the grievance with the help of members depending upon the gravity of the case
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the College campus.
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.

### **3. GRIEVANCES REDRESSAL COMMITTEE:**

A high-power committee handles the function of remedying grievances. It is guided by the Principal of the college as Chairman of the committee. The committee will consider only formal written application or shared online grievances using the following link:

[https://docs.google.com/forms/d/e/1FAIpQLSeWoXhu5GU69\\_6fyFHtgjvYlaWEHXAtXfqANoE3hv5m3lCpzQ/viewform?usp=sharing&oid=113084603801783973490](https://docs.google.com/forms/d/e/1FAIpQLSeWoXhu5GU69_6fyFHtgjvYlaWEHXAtXfqANoE3hv5m3lCpzQ/viewform?usp=sharing&oid=113084603801783973490)



**Composition of Grievance Redressal Committee (GRC) (2024-2026):**

Sr. No	Designation	Name of the Member	Affiliation
1	Chairperson	Dr. Sujit K Nagare	I/c Principal & Professor
2	Faculty Representative (Senior Professor) – Coordinator	Dr. Vipul Sansare	Professor of Pharmaceutics
3	Faculty Representative (Senior Faculty not below the level of Associate Professor) Member	Dr. Tanmay Patwardhan	Associate Professor and Head, Department of Pharmacology.
4	Faculty Representative	Mrs. Damini R Powar	Assistant Professor, DCOP.
5	Faculty from other Institute	Mrs. Kedari Madam	Professor, DLC, Khed.
6	Non-Teaching staff Representative	Mr. Sushant Bothare	Office Clerk
7	Member Secretary	Mrs. Sushma S Nagare	Assistant Professor, DCOP.

**4. FUNCTIONS OF THE COMMITTEE:**

- a. To provide with proper advocacy to aggrieved staff and faculty members to express their grievances freely and frankly without any fear of being victimized.
- b. To analyze the merits of grievances and conduct formal hearings and investigation as the case may be.
- c. To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines.
- d. To obtain the facts through relevant sources in a fair and objective manner.
- e. To ensure speedy disposal of every grievance application.



## 5. STANDARD OPERATING PROCEDURE FOR HANDLING GRIEVANCE

1. On receipt of the written complaint or online complaint / grievance, the office superintendent notifies the grievance to the committee members by sending formal letters or mails.
2. The concerned committee shall investigate the cases directed accordingly.
3. The meeting agenda is shared with the committee members and the complainant and concerned member.
4. A hearing or clarification with the complainant and from the concerned may be taken in the presence of the members.
5. The committee is required to resolve the matter and the complainant shall be informed about the action taken by the committee.
6. If the complaint / grievance is found invalid, the complainant and the person against whom the complaint is made, will be informed accordingly and penal action may be taken.
7. The complaint in any case shall be resolved within one month of its receipt.

### **A generalized flow chart for a GRC complaint redressal process:**

#### **1. Grievance Submission:**

**Informal Approach:** The complainant first tries to resolve the issue informally with the concerned party or department.

**Formal Submission:** If unresolved, the grievance is submitted formally, often in writing, to the Grievance Cell or Committee. This may involve filling out a specific form or sending an email.

#### **2. Acknowledgment & Assessment:**

**Receipt:** The Grievance Cell acknowledges receipt of the complaint.

**Scrutiny:** The committee reviews the complaint to determine if it's within scope, complete, and substantial enough for investigation.



### **3. Investigation:**

**Information Collection:** Relevant information, evidence, and details related to the grievance are collected.

**Grievance Hearing (If Needed):** A hearing may be scheduled to review evidence, hear from parties involved, and discuss potential solutions.

### **4. Decision & Resolution:**

**Decision Making:** The committee makes a final decision based on the investigation and evidence.

**Communication:** The decision is communicated to the complainant and any relevant authorities.

### **5. Closure or Appeal:**

**Resolution:** If the complainant accepts the decision, the grievance is closed.

**Appeal:** If unsatisfied, the complainant can appeal the decision, often by escalating to a higher authority or management, following a step-ladder method.

### **6. Key Features:**

**Timelines:** Many processes include specific timeframes for each stage, such as 15 working days for resolution.

**Escalation:** A multi-stage approach allows grievances to be resolved at the lowest possible level before escalating.

**Confidentiality:** The process aims to be fair, confidential, and just for all parties.