

# ABHINAV EDUCATION SOCIETY'S COLLEGE OF PHARMACY (B. Pharm)

(Approved by AICTE, PCI, DTE & Govt. of Maharashtra ), (Affiliated to Pune University( SSPU ))

**Shri. RAJEEV JAGTAP**  
FOUNDER PRESIDENT

**Mrs. SUNITA R. JAGTAP**  
FOUNDER SECRETARY

**Mr. R. D. PATANKAR**  
PRINCIPAL

Ref. **Mechanisms for submission of online/offline student's grievances** Date: 18-10-2017

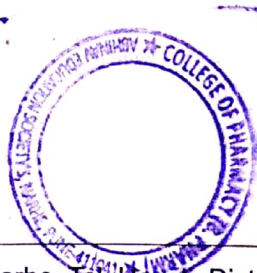
Our institute has a transparent mechanism for timely redressal of students' grievances.

The main objective of The Grievance Redressal Cell is to settle the grievances of the students and other stakeholders within a reasonable time period to further strengthen the bond of the students with the institution by providing them with all kinds of facilities to a satisfaction level for maintaining a conducive environment of academic teaching and learning. The students can state their grievances regarding any issues including academic and non-academic matters especially ragging, or sexual harassment within the campus through the online grievance/suggestion box.

For this purpose in our institute have formed committees like Grievance redressal cell, Anti-ragging committee, and Gender sensitization cell; these are governed by Internal Complaint Committee (ICC). ICC is composed of four members, Principal is the chairman & three teaching faculty are members of the committee.

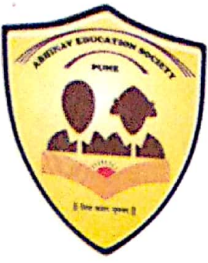
### **Procedure for lodging complaint:**

- The students can lodge their grievances through an online mode for which we have a Grievance Redressal Form on our official college web site ([abhinavpharmacycollege.org](http://abhinavpharmacycollege.org)) or through the dropbox kept near entrance of library. Dropbox is opened on 3<sup>rd</sup> Saturday of each month to collect grievances.
- The Grievance Cell will act upon all the cases received online and also offline (dropbox). Confidentiality of the person lodging the complaint is maintained in the process.



S. No. 23/3/2/3, At Narhe, Tal. Haveli, Dist. Pune - 411 041.

**PHONE** : +91 9309943728 **Website** : <http://abhinavsociety.org/bpharm/>  
**E- MAIL** : [abhinav\\_bpharm@yahoo.co.in](mailto:abhinav_bpharm@yahoo.co.in) & [abhinavpharmacycollege@gmail.com](mailto:abhinavpharmacycollege@gmail.com)



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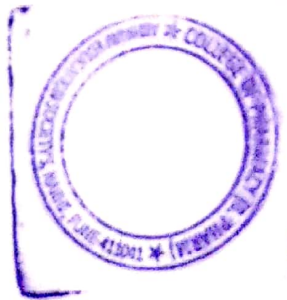
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## Mechanism of the GRC-

1. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
2. The GRC shall not consider any grievance of general applicability or of collective nature raised collectively by more than one employee/student.
3. Post receipt of the complaint/application the committee will decide on the merit of the case regarding the scope of further discussion and investigation and act promptly.
4. The GRC may mediate between complainant and defendant against who the complaint has been made, if required.
5. GRC shall consider redressing grievances within a week.
6. The cell will give the report to the authority about the cases attended and seek guidance from the higher authorities if required.



Principal

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