

NASHIK GRAMIN SHIKSHAN PRASARAK MANDAL'S



College of Pharmacy

BRAHMA VALLEY EDUCATIONAL CAMPUS

Anjaneri, Nashik – 422 213

Phone No. : (02594) 220146, 220147

Established in 2006-07


ORGANIZATION WIDE

AWARENESS AND

UNDERTAKING ON POLICIES

WITH ZERO TOLERANCE




PRINCIPAL
NSGPM's College of Pharmacy
Brahma Valley Educational Campus
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- Member
- Member
- Non-teaching Staff Member
- Students Functions of the Grievance and Redressal Cell

Functions of the Grievance and Redressal Cell

Provides information about the Cell's objectives and mode of operation through the website and Handbook.

Informs students of the process for registering of grievances in the Induction Programs.

Acknowledges and Analyzes the grievances.


Seeks a solution through decision-making process

Reports the grievances and records how they were redressed.

The procedures made known through the Hand-book, given to each student at the beginning of every academic year, and also in the Value Education classes taken by the Class-in Charge teachers.

- The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:
 - Academic issues pertaining to teaching, learning and evaluation activities
 - Student-teacher, student-student grievances
 - Grievances related to library, canteen and IT services.
 - Grievances related to sports, cultural
 - Grievances related to behavior of stakeholder




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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 of raised collectively by more than one employee/student.
- 3. Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
- 4. The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
- 5. GRC shall consider redressing of grievances within a reasonable time.
- 6. The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required

Scope :

The students may lodge grievance about any academic and non- academic matters related to -

- Timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination and scholarship related matters.
- to dues and payments for various items from the library, hostels and other financial matters.
- certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers and any other offensive activity.

Constitution of the Grievance Redressal Committee (GRC):

- Director Campus Life and Student Affairs (Chairperson)



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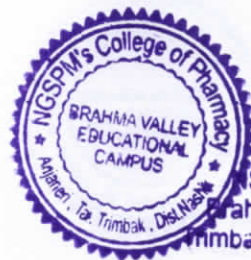
- One Senior Professor from Pharmacy college
- One Faculty Associate from Pharmacy college
- One Lab Assistant
- Human Resource Development
- Assistant Registrar - Member Secretary

Procedure for filing the formal complaint/grievance:

1. Any student or staff of the NGSPMS College of pharmacy may lodge a complaint.
2. Complaint should be made to Grievance Redressal Committee.
3. Complaint may be oral, by email or in writing. If the complaint is oral, it will be converted into a written form by the GRC member who received the complaint and authenticated by the complainant under his / her signature as soon as possible.
4. Upon receipt of complaint by any member of GRC, the member should forward it

Procedure for filing a complaint / grievance without revealing identity:

1. If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in the drop box placed outside the Library.



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**AWARENESS CREATING MEASURES
FACILITIES FOR WOMEN AT WORK
PLACE AND SAFTY MEASURES TAKEN
BY COLLEGE**




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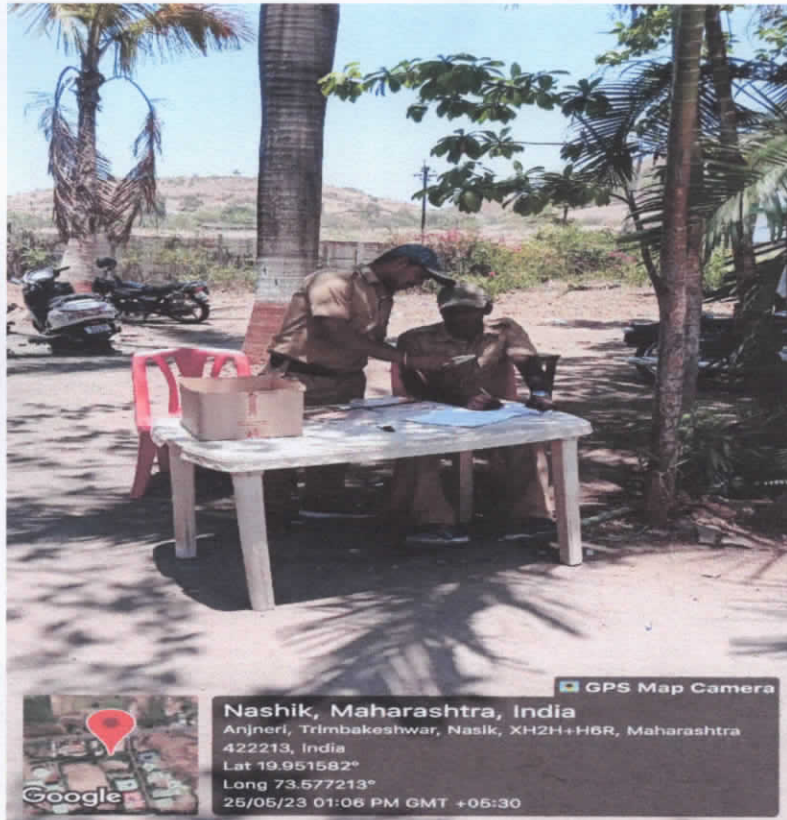
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Security guard at gate




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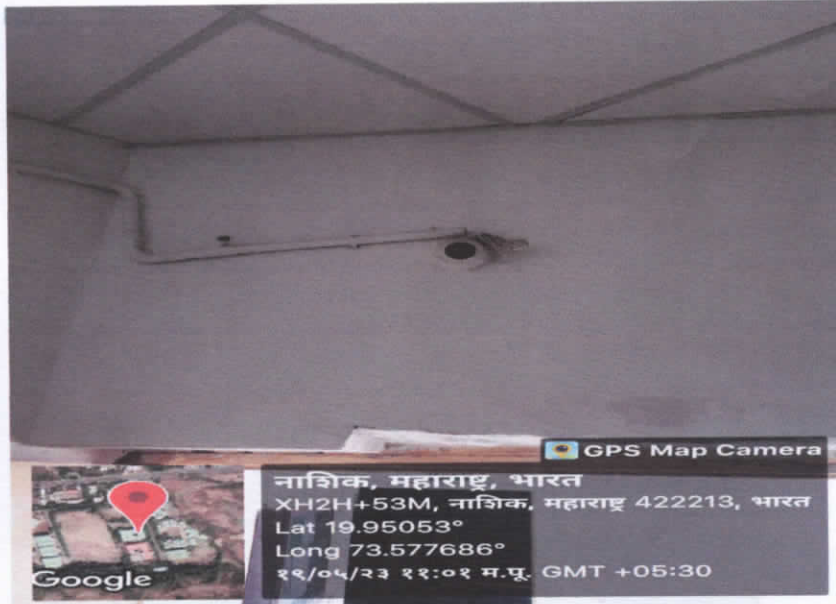
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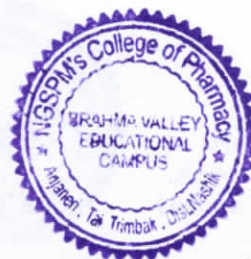
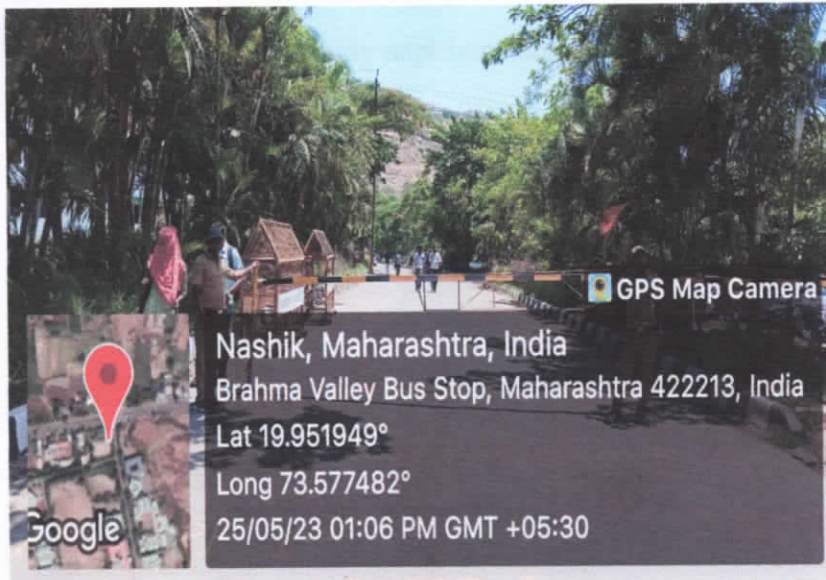
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CCTV camera



[Handwritten Signature]

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Sanitary napkin machine




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