



Grievance Redressal Committee

POLICY DOCUMENT



Appasaheb Birnale College of Pharmacy, Sangli

South Shivajinagar, Sangli – Miraj Road, Sangli
Maharashtra - 416416



GRIEVANCE REDRESSAL POLICY

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GRIEVANCE REDRESSAL POLICY

Grievance Redressal Policy

1. PREAMBLE

Appasaheb Birnale College of Pharmacy, Sangli was established in 1985 with Diploma in Pharmacy, affiliated to Board of Technical Examination, later Degree course in Pharmacy was introduced in 1991 and is permanently affiliated to Shivaji University, Kolhapur. It has been awarded the status of **2F** and **12 B** by the **University Grants Commission New Delhi**. The Post graduate courses in Pharmacy were introduced from 2002 onwards and offer courses in Pharm Chem., Pharmacology, Pharmaceutics, and Pharmaceutical Quality Assurance, all affiliated to Shivaji University, Kolhapur.

The College is an approved Ph. D Centre of Shivaji University, Kolhapur for pursuing Doctoral studies in Pharmacy.

All the courses are approved by All India Council for Technical Education, New Delhi; Pharmacy Council of India, New Delhi; Govt. of Maharashtra, Director of Technical Education, Mumbai, Shivaji University, Kolhapur and MSBTE Mumbai (Diploma Pharmacy)





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2. VISION, MISSION AND PEOS OF THE INSTITUTE

VISION

“Emerge as a center of excellence by synergizing knowledge, skill, research and technology in pharmaceutical care for the well-being of the society, by nurturing the students for professional integrity”

MISSION

- M1 – Providing knowledge for excelling in pharmaceutical education, research, and technology.
- M2 – Developing critical thinking abilities for problem analysis to work effectively through proper organization and time management.
- M3 – Developing skilled professionals for meeting current advancements in the pharmacy profession.
- M4 – Providing unique profession to the society for health care, environmental care, effective communication and strive for continuing education.
- M5 – Developing students for professional identity with ethical ground.

PROGRAM EDUCATIONAL OBJECTIVES

Academic Excellence

To Provide Comprehensive Pharmaceutical Education with Strong Theoretical and Fundamental Knowledge

Professional Skills

To Inculcate Professional and Ethical attitude, teamwork skills, troubleshooting attitude effective communication skills and multidisciplinary approach in students

Core Competence

To provide students with a strong foundation by integrating pharmacy knowledge and skills with pharmaceuticals research to meet advances in pharmaceuticals, Pharm. Chem, Pharmacology, Pharmacognosy and other pharmaceutical fields

Social Contribution

To create awareness among the students about their responsibilities towards society for contributing to the healthcare system

Multidisciplinary Approach

To develop students with sound knowledge and practical skills to meet the various multidisciplinary aspects.





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3. INTRODUCTION:

A grievance is a formal complaint made by any stakeholder to any other person, group, committee, or administration within the institute.

Grievance A broader meaning of redressal includes steps taken on any issue brought up by them to access services at the institute more successfully. Redressal will primarily encompass the receipt and processing of complaints from various stakeholders.

Stakeholders can file grievances if they are affiliated with or associated to the organisation. The affiliation/association of the **grieve** with the institute must be verified, as must the grievance's applicability to the aforementioned heads. After the complaint has been confirmed, the concerned office will get it.

The member shall investigate the grievance and report the results of the investigation to the Chairman, Grievance Redressal Committee, along with a suggestions and recommendation. At all stages in the handling of grievance, the Committee members shall undertake, maintains the confidentiality and investigates and assesses the grievance fairly, without bias.

The investigation shall include:

- a. At least one meeting with the indignant member to determine all relevant facts and secure all relevant documentation. Committee shall be guided by principles of natural justice while hearing the grievance. The committee members shall interview or attempt to interview any relevant witnesses to the facts of the grievance.
- b. Promote enquiry in climate of academic freedom and honesty. Its members, students and faculty alike, are expected to uphold these principles and exhibit tolerance and respect for others.
- c. The Committee may collect and consider any information it deems relevant and hear from anyone who claims to have relevant information.
- d. Both the student and faculty member may suggest the names of persons with relevant information, but the committee makes the final decision about whom to interview.
- e. The proceedings of the investigation shall be confidential and not open to the public.
- f. Grievance resolution should emphasize on:
 - Informal handling of grievances wherever possible.
 - The principles of natural justice and procedural fairness
 - Rational and impartial decision





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Grievances shall be resolved as early as possible and as close as possible to the source of dissatisfaction.

4. OBJECTIVES:

The goal of the grievance cell is to foster a responsive and responsible attitude among all the stakeholders in order to preserve an institute-wide culture conducive to learning.

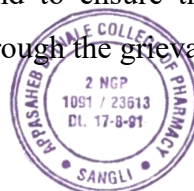
In order to address the issues raised by the college's students and employer, a grievance cell must be established. Its objectives include:

- Upholding the College's dignity through fostering friendly student-student and student-teacher relationships, among other means, and maintaining a hostile-free environment within the institution.
- Encouraging students to raise their complaints and issues openly and honestly without worrying about being victimised.
- The college has a suggestion/complaint box where students who wish to remain anonymous can write down their complaints and suggestions for enhancing the academics and administration thereof.
- Encouraging college students to treat one another with decency and respect, and to exercise the greatest restraint and patience if a conflict arises.
- Cautioning all students against instigating others to fight with teachers, other students, or college administration
- Encourage all staff members to show affection to students and refrain from acting vindictively towards any of them for any cause.

5. PURPOSE

The grievance redressal cell of the institute functions with the following purposes;

- To ensure a democratic environment in the campus,
- To acquaint all the faculty, student about their rights and duties,
- To solve the various personal and educational related grievances of the teachers and students.
- To make the institution student friendly, and to ensure the qualitative as well as quantitative development of the institution through the grievance and redressal cell.





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6. FUNCTIONS

The grievance redressal cell operates with the intention of assisting its clients. The member has the authority to read the feedback suggestion form. The grievance cell read the form every week, in order to address the beneficiaries' complaints.

Any student's complaint will be examined and evaluated by Cell. The grievance cell has the authority to investigate cases of harassment. Anyone with a legitimate complaint may speak to a department member in person or seek advice from the officer in charge of the student grievance cell. If the complainant is unwilling to come forward in person, complaints may be submitted in writing to the administrative block's grievance cell's letterbox or suggestion box. Additionally, complaints may be emailed to the officer in charge of students' grievance cell.

7. SCOPE:

This policy applies to all individuals associated with Appasaheb Birnale College of Pharmacy, Sangli, including but not limited to employees, clients, customers, vendors, contractors, and other stakeholders.

The cell will address any written complaints submitted by students about any of the following issues

- Academic issues include those with the prompt issuance of duplicate mark sheets, transfer certificates, or other exam-related issues.
- Money-related issues: Concerning fees and payments for a variety of services from the library, hostels, etc.
- Other Matters: Concerned with various concerns concerning hygienic conditions, food preparation, accessibility to transportation, victimisation by Staff, etc.

8. GRIEVANCE CATEGORIES

The Grievance redressal cell shall function in a time bound and transparent manner.

Grievances may pertain to, but are not limited to, the following areas:

- Harassment or discrimination based on gender, race, religion, age, disability, or any other protected characteristic.
- Breach of contract or violation of organizational policies.





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- Workplace conflicts or interpersonal issues.
- Unfair treatment, favoritism, or lack of opportunities.
- Issues related to compensation, benefits, or working conditions.
- Health and safety concerns.
- Mismanagement or unethical practices.
- Any other matter impacting the individual's rights, dignity, or professional well-being.
- withholding or refusing to return any document retained by the institute (certificates of degree, diploma awards, or other documents deposited); demanding more money than is specified in the institute's declared admission policy.
- demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
- breach of the policy for reservation in admission as may be applicable;
- An unfair or opaque practice.
- Non-payment or delay in payment of scholarships to any students to whom such institution is obligated
- Delayed conduct of examinations or declaration of results, malpractices in examination
- On provision of student amenities as may have been promised.

9. GRIEVANCE REDRESSAL PROCEDURE

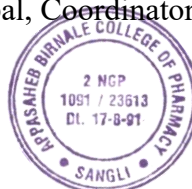
Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing either offline or through the online grievance portal
- The grievance cell will act upon those cases which have been forwarded along with the necessary documents.
- The grievance cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

It can be of two types

a. Informal Resolution:

- The individual with a grievance is encouraged to initially attempt an informal resolution by discussing the issue with the HOD, Principal, Coordinator.





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- The HOD, Principal, Coordinator will make reasonable efforts to resolve the grievance informally within a mutually agreed timeframe, ensuring confidentiality and impartiality.

b. Formal Grievance Redressal:

- If the grievance remains unresolved or if the individual is uncomfortable discussing the matter with HOD, Principal, Coordinator, they may submit a formal written complaint to the designated Grievance Redressal In-charge (GRI).
- The complaint should clearly state the nature of the grievance, relevant details, and any supporting documentation or evidence.
- The GRI will acknowledge the receipt of the complaint within a specified timeframe and initiate an impartial investigation.
- The investigation may involve gathering additional information, conducting interviews, and reviewing relevant records.
- The GRI will communicate the findings of the investigation to the concerned parties and take appropriate actions based on the severity and nature of the grievance.
- The GRI will ensure that confidentiality is maintained throughout the process, to the extent permitted by law and organizational policies.
- The GRI will strive to resolve grievances within a reasonable timeframe, considering the complexity and sensitivity of the issue.

c. Appeal:

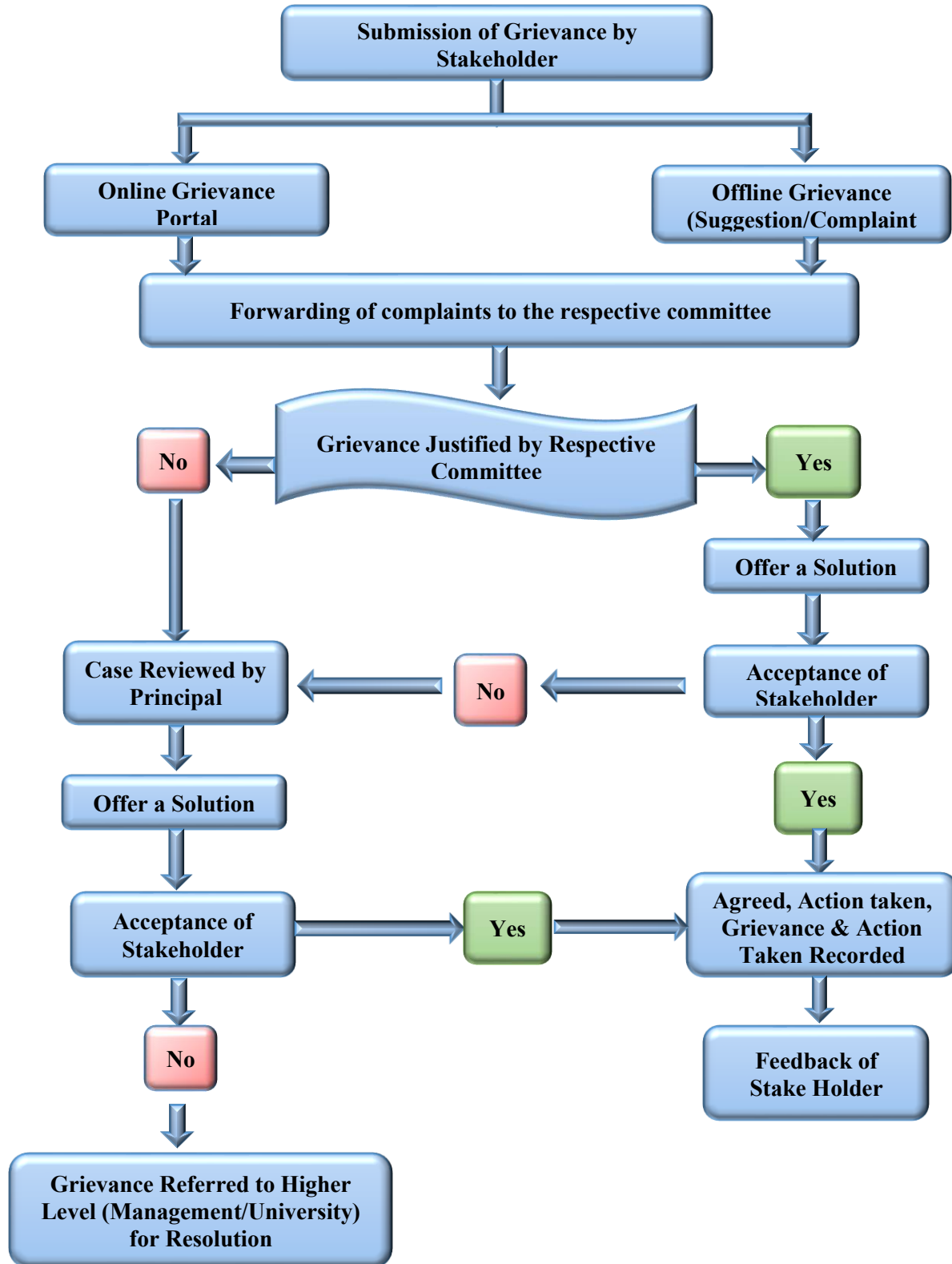
- If the individual is dissatisfied with the outcome of the formal grievance redressal process, they may appeal to a higher authority within the organization.
- The appeal should be submitted in writing, clearly stating the reasons for dissatisfaction and any additional information or evidence.
- The higher authority will review the appeal, conduct further investigations if required, and communicate the final decision to the concerned parties.
- The decision of the higher authority will be considered as the final resolution of the grievance.





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10. GRIEVANCE REDRESSAL ORGANOGRAM

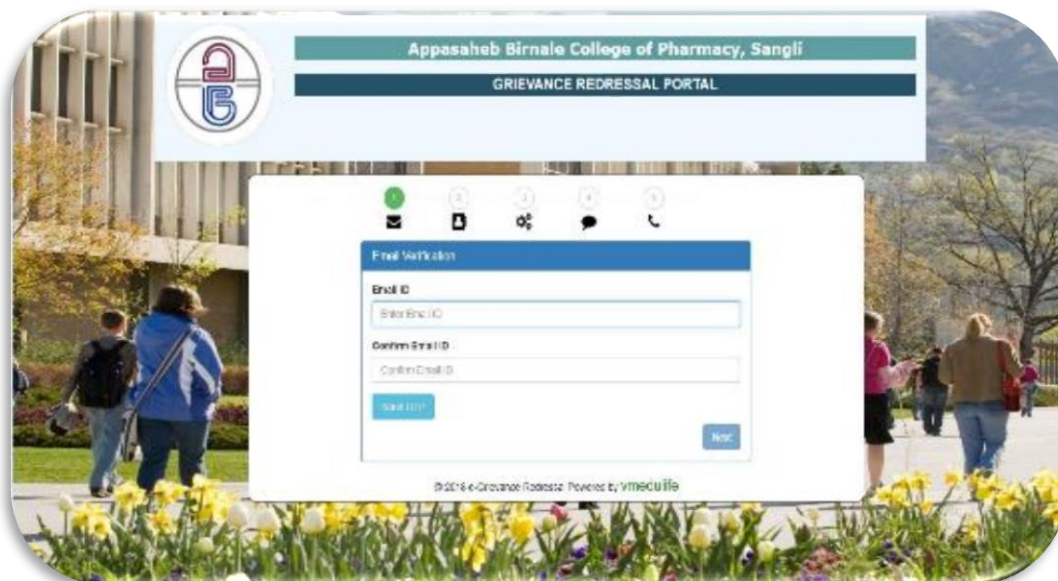




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Online Grievance Redressal Portal

Link: <https://portal.vmedulife.com/institute/e-grievance/home/abcp-sangli>



Online Grievance Redressal Portal Registration Window for student

<https://portal.vmedulife.com/institute/e-grievance/request/abcp-sangli/student>

Similar Registration window is provided for *faculty, parents, non-teaching, alumni,*

Management, Employee





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11. PROTECTION AGAINST RETALIATION:

ABCP Sangli is committed to protecting individuals who raise grievances from any form of retaliation. Retaliation against a complainant, witness, or any other individual involved in the grievance redressal process is strictly prohibited and may result in disciplinary action, including termination.

12. REPORTING MECHANISM

- a. All individuals shall be informed about the Grievance Redressal Policy and the designated Grievance Redressal Officer (GRO).
- b. The contact details of the GRO shall be prominently displayed at accessible locations within the organization and communicated through appropriate channels.
- c. Regular awareness programs, training sessions, or communication materials shall be conducted to ensure individuals are aware of the policy and procedures.

13. RECORD KEEPING

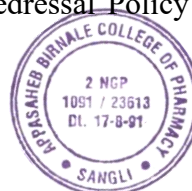
- a. Records of all grievances received, investigations conducted, and actions taken shall be maintained in a confidential and secure manner.
- b. These records will be retained for a defined period as per legal requirements and organizational policies.

14. REVIEW AND AMENDMENTS

This policy will be periodically reviewed to ensure its effectiveness and alignment with organizational objectives. Amendments to the policy may be made at the discretion of the management, considering the evolving needs of the organization and relevant legal requirements.

15. CONCLUSION

Appasaheb Birnale College of Pharmacy, Sangli is committed to addressing grievances promptly, fairly, and impartially. This Grievance Redressal Policy aims to foster a positive





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work environment that respects the rights and concerns of all individuals associated with the organization. By adhering to this policy, we strive to maintain trust, promote transparency, and continuously improve our practices.

This policy is effective from the date of approval and supersedes any previous policies or guidelines related to grievance redressal.

Date : 02/07/2018

Policy Document Number : 05/2018-19

Dr. S. A. Tamboli

Principal

