



MAHARASHTRA EDUCATIONAL SOCIETY'S H. K. COLLEGE OF PHARMACY

Approved by Pharmacy Council of India, A.I.C.T.E., D.T.E., Govt. of Maharashtra & Affiliated by University of Mumbai
UNIVERSITY CODE NO. 738 A.I.C.T.E. APPROVAL NO. 06/07/MS/PHARM/2006/2007 D.T.E. CODE NO. Ph3234

Vision: To be recognized as the Institute providing Quality Education in Pharmacy to serve the Healthcare Sector.

Grievance Redressal Committee Policy and Procedures

1. OBJECTIVES

- To protect the college's dignity by encouraging friendly student-to-student and student-teacher connections.
- To look into and consider complaints or concerns made by faculty, staff, or students.
- To make individuals aware that people are willing to assist with reporting complaints from faculty, staff, and students.
- To foster a flexible and responsible mindset among the stakeholders, thus preserving a serene atmosphere on the university campus
- To investigate the cause of grievances;
- To resolve grievances with the assistance of members depending on the severity of the case;
- To resolve grievances swiftly, objectively, compassionately, and in complete confidentiality.

2. GRIEVANCES REDRESSAL COMMITTEE:

A high-power committee handles the function of solving of 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/1FAIpQLSfgPNGOZWcckUNQhaaUHnOcmkhr-5dM3k-DGvDWarVgV0YOSw/viewform?usp=sf_link

The committee will put its best efforts in order to arrive at a right decision / amicable solution expeditiously.

Timely circulars issued by the government on redressing specific grievance are also uploaded on the institute website

The Grievance Redressal Committee consists of the following members:

Sr. No.	Name	Designation
1	Dr. M. N. Saraf	Chairman
2	Ms. Nikhat Khan	Member Secretary
3	Dr. Mohd. Wais	Member



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3. FUNCTIONS OF THE COMMITTEE:

- a. To give aggrieved students and employees the proper advocacy so they may voice their complaints openly and honestly without worrying about being victimised.
- b. To evaluate the merits of complaints, hold official hearings, and, if necessary, conduct investigations
- c. In accordance with and subject to the policy guidelines, to respect the privacy and confidentiality of all parties during the inquiry.
- d. To get information from reliable sources in a fair and impartial manner.
- e. To guarantee the prompt resolution of each grievance application.

4. DEFINITION as given in "University Grants Commission (Redress of Grievances of Students) Regulations, 2019, F.No. 14-4/2012(CPP-II)" defines following terms under the Grievance policy:

- "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- "aggrieved student" means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education
- "college" means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any qualification from a university and which, in accordance with the rules and regulations of such university, is recognized as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;
- "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- "Grievances" include the following complaints of the aggrieved students, namely:
 - a. Demand of excess money other than that specified in the declared admission policy or approved by the competent authority to be charged by the institution;
 - b. Complaints of the students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Minority or Disabled categories;
 - c. Denial of quality education as promised at the time of admission or required to be provided;
 - d. On provision of student amenities as may have been promised or required to be provided by the institution;
 - e. Non transparent or unfair evaluation practices;
 - f. Non payment or delay in payment of scholarships to eligible student that such



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- g. institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
- h. Non transparent or unfair evaluation practices.
- i. Harassment and victimization of students/staff, including sexual harassment.

5. STANDARD OPERATING PROCEDURE FOR HANDLING GRIEVANCE

- The office superintendent tells the committee members of the grievance after receiving a paper complaint or an online complaint / grievance by sending formal letters or mails.
- The relevant committee will look into the instances as specified. The complaint and any other members who may be concerned are informed of the agenda for the meeting.
- In the members' presence, a hearing or clarification with the complaint and the parties in question may be held.
- The committee must settle the issue, and the complaint must be informed of the committee's decision.
- The complainant and the person against whom the complaint is filed shall be informed appropriately and criminal action may be taken if the complaint or grievance is found to be incorrect.
- The complaint in any case shall be resolved within a one month of its receipt.

Ms. Nikhat Khan

Member Secretary



Dr. M. N. Saraf

Chairman