



Date:2/6/2026

Grievance Redressal Cell Academic Year 2025–26

Annual Report (CGRC)

1. Introduction

The College Grievance Redressal Cell (CGRC) at MES H. K. College of Pharmacy is established to provide a fair, transparent, and responsive environment for all B. Pharm and M. Pharm students and staff members. The committee ensures that all academic and non-academic grievances are addressed impartially and efficiently, upholding the institutional vision of providing quality education.

2. Composition of the Committee (A.Y. 2025-26)

The committee was formally reconstituted on **August 25, 2025**, with the following appointed members:

Sr. No.	Name of the Member	Designation	Contact No.
1	Dr. Tushar Lokhande	Chairman (Principal)	9869163700
2	Ms. Dipti Chirmade	Member Secretary	8080922170
3	Dr. Jaya Agnihotri	Member	7718948633
4	Dr. Mohmmad Wais	Member	9870580521
5	Dr. Priyanka Goswami	Member	8779966351
6	Ms. Rachel Britto	Member	8511655508
7	Ms. Shubhangi Kamtekar	Member	9930172996

(Note: Official appointment letters were distributed, and formal notices outlining the cell's composition and contact details were circulated to the students.)

3. Meetings Conducted & Key Agendas

The committee held scheduled meetings in the Conference Room during the academic term to manage baseline responsibilities and operational updates:

- **Committee Reconstitution:** Dr. Tushar Lokhande was unanimously selected as the Chairman. Online portal credentials and access permissions were promptly updated for all newly appointed committee members to ensure smooth complaint monitoring.

- **Awareness Initiatives:** The committee planned systematic outreach to ensure newly admitted students were educated on the online grievance procedures. Key steps included briefing induction orientation teams and releasing digital and physical display notices across campus platforms.
- **System Maintenance:** Regular physical check-ups and clearing of the on-campus suggestion boxes were successfully verified.

4. Grievance Status & Statistical Summary

During the Academic Year 2025-26, the cell actively monitored both the digital grievance portal and physical suggestion boxes.

- **Number of Grievances Received: 0**

Both student feedback evaluations and committee review frameworks confirmed that **no grievances were reported** by students or staff during the academic term.

5. Conclusion & Recommendations

The absence of any active disputes throughout the year underscores the institution's commitment to maintaining a supportive, student-centred campus environment. For the upcoming academic cycle, the CGRC recommended maintaining its current operational structure and continuing robust digital awareness strategies to sustain transparency.



Ms. Dipti Chirmade
Member Secretary, CGRC



Dr. Tushar Lokhande
Principal / Chairman





Date: 21/8/2025

Action Taken Report (ATR)

Time: 3:00 PM – 4:00 PM; Venue: Conference Room

Chairperson: Dr Tushar Lokhande

Member Secretary: Mrs Dipti Chirmade

Agenda-wise Action Taken:

Sr. No.	Agenda Item Discussion Summary Actions Taken Agenda Point	Discussion Summary	Action Taken
1	Review of Minutes of Previous Meeting	No pending items from the previous meeting.	Noted. No action required.
2	Any other points with Chair's permission	Open floor for additional inputs.	No additional points raised.
3	Suggestion Box Review	No suggestions received.	Suggestion box checked and cleared. Status recorded.
4	Student & Committee Feedback	No grievances reported by students or committee members.	Status acknowledged. No further action required.
5	Status for Next Academic Year	Committee advised to retain current status.	Recommendation accepted. Status quo to be maintained.
6	Awareness on Online Grievance Registration	Need to inform newly admitted students about the online grievance process.	Action initiated: Orientation teams instructed to include this in induction programs. Notices to be displayed





			on campus and digital platforms.
--	--	--	----------------------------------

Conclusion:

The meeting concluded with a vote of thanks by the Principal. No further issues were raised.

Members Present:

• Dr. Tushar Lokhande *T Lokhande*

• Mrs. Dipti Chirmade *DH*

• Dr. Angha Raut

• Dr. Priyanka Goswami *PA*

• Ms. Sayli Sawant *SS*



T Lokhande
Dr. Tushar Lokhande
Chairman



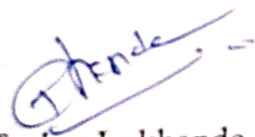
Date: 23/8/2025

NOTICE

All members of the Grievance Redressal Cell are requested to attend the first Grievance Redressal Cell meeting on Monday, August 25, 2025, at 2.30 pm in the conference room.

Agenda:

1. Revision of the committee.
2. To consider the matters arising from the previous meetin


Dr. Tushar Lokhande
Principal





Maharashtra Educational Society's
H. K. COLLEGE OF PHARMACY

NAAC Accredited "A" Grade



Affiliated to University of Mumbai, Approved by AICTE, PCI, DTE (Govt. of Maharashtra)
DTE Code: Ph3234, AISHE Code: C-33622 PCI Code: 811 MU Code: 738, AICTE Approval No. 06/07/MS/PHARM/2008/007
Vision: To be recognised as the Institution providing quality education in Pharmacy to serve the healthcare sector

Date: 25/8/2025

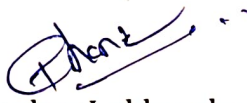
NOTICE

All the students of B. Pharm and M. Pharm are hereby informed that a College Grievance Redressal Cell (CGRC) is established by the Institute with effect from 25th August 2025, for Academic Year 2025-26.

MEMBERS OF COLLEGE GRIEVANCE REDRESSAL CELL (2025-2026)

Sr. No.	Name of the Member	Designation	Contact No.
1	Dr. Tushar Lokhande	Principal	9869163700
2	Ms. Dipti Chirmade	Member Secretary	8080922170
3	Dr. Jaya Agnihotri	Member	7718948633
4	Dr. Mohmmad Wais	Member	9870580521
5	Dr. Priyanka Goswami	Member	8779966351
6	Ms. Rachel Britto	Member	8511655508
7	Ms. Shubhangi Kamtekar	Member	9930172996

All the students are kindly requested to make a note of the above committee.


Dr. Tushar Lokhande
Chairman

PRINCIPAL
H.K. COLLEGE OF PHARMACY
Jogeshwari (W), Mumbai-400 102.



Date: 26/8/2025

Grievance Redressal Cell

Meeting Summary: Grievance Redressal Cell Review

Date: August 25, 2025; **Time:** 2:30 PM; **Venue:** Conference Room

The meeting convened to review the current composition and functioning of the Grievance Redressal Cell. The following key points were discussed:

Review of Previous Minutes: The committee reviewed the minutes of the prior meeting and noted that no grievances had been reported.

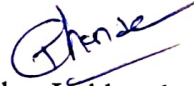
Appointment of Chairman: Dr. Tushar Lokhande was unanimously selected to serve as the Chairman of the Grievance Redressal Cell.

New Member Inductions: The following individuals were appointed as new members of the committee:


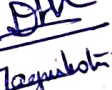


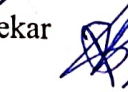


1. Mrs Dipti Chirmade
2. Dr. Jaya Agnihotri
3. Dr Mohd. Wais
4. Dr Priyanka Goswami
5. Ms Rachel Britto
6. Ms Shubhangi Kamtekar

Portal Access Update: Dr. Lokhande directed the committee to update the online portal access for newly appointed members to enable them to monitor and respond to any complaints.

Vote of Gratitude & Adjournment: The meeting concluded with a vote of thanks led by the Chair, followed by formal adjournment.


Dr. Tushar Lokhande
Chairman

Members Present:

1. Dr. Tushar Lokhande 
2. Mrs Dipti Chirmade 
3. Dr. Jaya Agnihotri 
4. Dr Mohd. Wais 
5. Dr Priyanka Goswami 
6. Ms Rachel Britto 
7. Ms Shubhangi Kamtekar 



Date: 23/3/2026

Grievance Redressal Cell Academic Year 2025-26

Action Taken Report (ATR)

Meeting Reference

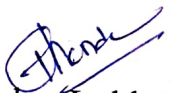
- Date of Meeting: August 25, 2025
- Time: 2:30 PM
- Venue: Conference Room
- Chairman: Dr. Tushar Lokhande, Principal

Recommendation & Action Taken

Sr. No.	Decision / Recommendation	Action Taken
1	Revision of the Committee	The committee was successfully reconstituted for the Academic Year 2025-26 with Dr. Tushar Lokhande as Chairman and 6 additional members.
2	Appointment of Members	Formal appointment letters were issued to Mrs Dipti Chirmade (Member Secretary) and other faculty members.
3	Dissemination of Information	A formal notice was issued on August 25, 2025, to all B. Pharm and M. Pharm students informing them of the cell's composition and contact details.

Conclusion:

The meeting concluded with a vote of thanks by the Principal. No further issues were raised.


Dr. Tushar Lokhande
Principal



Date: August 25, 2025

Appointment Letter: Member Secretary

To,

Ms. Dipti Chirmade

H. K. College of Pharmacy,
Jogeshwari(W)

Subject: Appointment as Member Secretary of the Grievance Redressal Cell (A.Y. 2025-26)

Dear Ms. Dipti Chirmade,

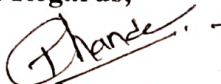
With reference to the meeting held on August 25, 2025, we are pleased to appoint you as the **Member Secretary** of the College Grievance Redressal Cell (CGRC) for the Academic Year 2025-2026.

In this role, your responsibilities will include:

- Maintaining all records, minutes, and documentation related to the cell.
- Coordinating meeting schedules and issuing official notices.
- Managing the online grievance portal and ensuring timely communication between the committee and the aggrieved parties.

We look forward to your valuable contribution to maintaining a fair and transparent environment at our institute.

Best Regards,



Dr. Tushar Lokhande

Principal / Chairman



AM
Received



MAHARASHTRA EDUCATIONAL SOCIETY'S
H. K. COLLEGE OF PHARMACY
PRATIKSHA NAGAR OSHIWARA, JOGESHWARI (W), MUMBAI 400102
NAAC Accredited Grade 'A'



Date: August 25, 2025

Appointment Letter: Committee Members

To,

Dr. Priyanka Goswami

H. K. College of Pharmacy

Subject: Appointment as Member of the Grievance Redressal Cell (A.Y. 2025-26)

Dear Sir/Madam,

This is to formally inform you that you have been appointed as a **Member** of the College Grievance Redressal Cell (CGRC) for the Academic Year 2025-2026, effective from August 25, 2025.

As a member of this committee, you are expected to:

- Attend all scheduled meetings of the Grievance Redressal Cell.
- Assist in the impartial investigation of any grievances submitted by students or staff.
- Actively monitor the grievance portal to ensure no concern goes unaddressed.

Your commitment to upholding the standards and vision of the institution is highly appreciated.

Best Regards,

Dr. Tushar Lokhande

Principal / Chairman



Received
[Signature]



Appointment Letter: Committee Members

To,

Dr. Mohmmad Wais

H. K. College of Pharmacy

Subject: Appointment as Member of the Grievance Redressal Cell (A.Y. 2025-26)

Dear Sir/Madam,

This is to formally inform you that you have been appointed as a **Member** of the College Grievance Redressal Cell (CGRC) for the Academic Year 2025-2026, effective from August 25, 2025.

As a member of this committee, you are expected to:

- Attend all scheduled meetings of the Grievance Redressal Cell.
- Assist in the impartial investigation of any grievances submitted by students or staff.
- Actively monitor the grievance portal to ensure no concern goes unaddressed.

Your commitment to upholding the standards and vision of the institution is highly appreciated.

Best Regards,

Dr. Tushar Lokhande

Principal / Chairman

Received
Sain





Date: August 25, 2025

Appointment Letter: Committee Members

To,

Dr. Jaya Agnihotri

H. K. College of Pharmacy

Subject: Appointment as Member of the Grievance Redressal Cell (A.Y. 2025-26)

Dear Sir/Madam,

This is to formally inform you that you have been appointed as a **Member** of the College Grievance Redressal Cell (CGRC) for the Academic Year 2025-2026, effective from August 25, 2025.

As a member of this committee, you are expected to:

- Attend all scheduled meetings of the Grievance Redressal Cell.
- Assist in the impartial investigation of any grievances submitted by students or staff.
- Actively monitor the grievance portal to ensure no concern goes unaddressed.

Your commitment to upholding the standards and vision of the institution is highly appreciated.

Best Regards,

Dr. Tushar Lokhande

Principal / Chairman



Received *Jayashree*

Date: August 25, 2025

Date: August 25, 2025

Appointment Letter: Committee Members

To,

Ms. Rachel Britto

H. K. College of Pharmacy

Subject: Appointment as Member of the Grievance Redressal Cell (A.Y. 2025-26)

Dear Sir/Madam,

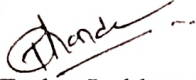
This is to formally inform you that you have been appointed as a **Member** of the College Grievance Redressal Cell (CGRC) for the Academic Year 2025-2026, effective from August 25, 2025.

As a member of this committee, you are expected to:

- Attend all scheduled meetings of the Grievance Redressal Cell.
- Assist in the impartial investigation of any grievances submitted by students or staff.
- Actively monitor the grievance portal to ensure no concern goes unaddressed.

Your commitment to upholding the standards and vision of the institution is highly appreciated.

Best Regards,



Dr. Tushar Lokhande

Principal / Chairman





MAHARASHTRA EDUCATIONAL SOCIETY'S
H. K. COLLEGE OF PHARMACY
PRATIKSHA NAGAR OSIIWARA, JOGESHWARI (W), MUMBAI 400102
NAAC Accredited Grade 'A'



Date: August 25, 2025

Appointment Letter: Committee Members

To,

Ms. Shubhangi Kamtekar
H. K. College of Pharmacy

Subject: Appointment as Member of the Grievance Redressal Cell (A.Y. 2025-26)

Dear Sir/Madam,

This is to formally inform you that you have been appointed as a **Member** of the College Grievance Redressal Cell (CGRC) for the Academic Year 2025-2026, effective from August 25, 2025.

As a member of this committee, you are expected to:

- Attend all scheduled meetings of the Grievance Redressal Cell.
- Assist in the impartial investigation of any grievances submitted by students or staff.
- Actively monitor the grievance portal to ensure no concern goes unaddressed.

Your commitment to upholding the standards and vision of the institution is highly appreciated.

Best Regards,

Dr. Tushar Lokhande
Principal / Chairman



Received

Date: 23/3/2026

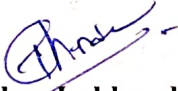
NOTICE

All members of the Grievance Redressal Cell are requested to attend the second meeting of the Academic Year 2025-26. The details are as follows:

- Date: February 25, 2026
- Time: 2:30 PM
- Venue: Conference Room

Agenda:


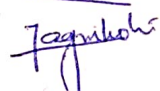


1. Confirmation of the minutes of the first meeting held on August 25, 2025.
2. Review of any grievances or complaints received via the online portal or suggestion box.
3. Discussion on maintaining the "Zero Grievance" status noted in the previous term.
4. Planning for a student awareness drive regarding the grievance redressal process.
5. Any other matter with the permission of the Chair.



Dr. Tushar Lokhande

Chairman



Dipti H. Chirmade 
Dr. Jayar Agnihotri 
Dr. Mohammad Was 
Dr. Poojanika GOSWAMI 

Date: 25 March 2026

Minutes of the Second Meeting (MOM)

Time: 2:30 PM

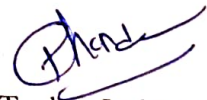
Venue: Conference Room

Members Present:

1. Dr. Tushar Lokhande (Chairman)
2. Mrs. Dipti Chirmade (Member Secretary)
3. Dr. Jaya Agnihotri (Member)
4. Dr. Mohd. Wais (Member)
5. Dr. Priyanka Goswami (Member)
6. Ms. Rachel Britto (Member)
7. Ms. Shubhangi Kamtekar (Member)

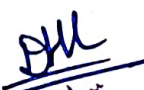



Meeting Summary:

- **Approval of Previous Minutes:** The committee reviewed and confirmed the minutes of the first meeting held on August 25, 2025.
- **Grievance Review:** The Member Secretary reported that no formal grievances have been submitted by students (B. Pharm or M. Pharm) during the current semester.
- **Awareness Initiative:** The Chairman suggested that the cell members visit classrooms to personally inform students of the "Grievance Redressal" contact details.
- **Adjournment:** The meeting concluded with a vote of thanks to the Chair.


Dr. Tushar Lokhande

Chairman, Grievance Redressal Cell

Members Present:

1. Mrs Dipti Chirmade 
2. Dr. Jaya Agnihotri 
3. Dr Mohd. Wais 
4. Dr Priyanka Goswami 
5. Ms Rachel Britto
6. Ms Shubhangi Kamtekar

