



Ref. No.:

Date : 29/01/2025

Grievances Redressal Policy

OBJECTIVE

To ensure transparency by Technical institutions imparting technical education, in admissions and with Paramount Objective of preventing unfair practices and to provide a mechanism to innocent students for redressal of their grievances, In exercise of the power conferred under Clause 1 of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987).
and UGC Regulation.
The main objective of GRC is also to develop a harmonious educational environment in the institute.

i) Composition and Duration of the Committee:

- 1) The committee shall comprise of a Chairperson, Convener and other four senior teaching faculty members & Non teaching faculty members.
- 2) Principal of the college shall be always the chairperson.
- 3) Chairperson can nominate members of the committee for two years duration.
- 4) Out of four (including convener), one member shall be female and other from SC/ST/OBC category.
- 5) The chairperson can nominate / first & Second ranker UG & PG from students of the college shall be representative of the committee.

ii) Scope of the grievances

Grievances may be any of the following issues:

- 1) Financial Issues – Issues related to charging of fees, not paying & not allowing scholarships and payments.
- 2) Administration Issues – Issues related to sanitation, transport, infrastructure, basic amenities, victimization etc.
- 3) Academic related Issues – Issues related to attendance, marks, assessment and other examination related matters etc.
- 4) Harassment and Ragging by colleague students or teachers etc.



iii) **Grievance receiving Procedure:**

Anyone with genuine complaints may register their complaint to GRC along with required documents. The grievance shall be registered by using any of the following modes:

- 1) Writing to "The Chairman, Grievance Redressal Committee, AISSMS College of Pharmacy, Pune
- 2) Students, teaching and non-teaching staff can submit grievance by approaching the chairman of the Committee.
- 3) Online at the website <https://aissmscop.com/for-student/grievance-cell/>
- 4) Through e-mail to contact@aissmscop.com

iv) **Grievance Redressal Procedure :**

- 1) After receiving the complaints from the Students, teaching, Non teaching staff, Parents , the chairman of GRC can discuss with the members about the grievance & shall fix venue, date, time of the meeting.
- 2) The meeting shall be scheduled within ten days after receiving the application.
- 3) All required & relevant documents shall be circulated as hard or soft copy to all the members of the committee before the date of the meeting.
- 4) Notice must be sent to the applicant to be present for the meeting and convey his or her grievances before the Committee and the acknowledgement of receipt would be placed on record.
- 5) In case of student (applicant), the student may be accompanied by his/her guardian (either father or mother). No other person shall be allowed to the meeting.
- 6) The Committee members are expected to deliberate on the case, the grievance of the applicant and the rules framed by the institute or as per norms of AICTE under the notification "37 3/Legal/2012 dated 25/05/2012".
- 7) As per facts & evidences the final recommendations by the Committee members shall be recorded as minutes of the meeting.
- 8) After the meeting the minutes shall be circulated to all the members of the Grievance Committee for their signatures.



9) The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.

v) Appeal

- 1) The applicant shall have the right to file an appeal to the protector within 15 days from the date of the written communication of recommendations of the committee.
- 2) The applicant shall convey his desire to file an appeal to the protector in writing to the college.
- 3) The college shall place the appeal along with all relevant material before the protector and inform the applicant accordingly.
- 4) The protector within a reasonable time shall decide the appeal.
- 5) Final decision shall be communicated by the college to the applicant.

vi) Institute wide awareness

Awareness among stakeholders is created by

- 1) Awareness in first year Orientation programs & Parents meet.
- 2) Displaying the grievance redressal committee composition.
 - a) At prominent place of the college campus.
 - b) Web site.
 - c) Students Practical Journals.



Dr. Ashwini R. Madgulkar
(Principal)
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AISSMS

COLLEGE OF PHARMACY



Approved by AICTE & PCI New Delhi, Recognized by
the Government of Maharashtra, 2f, 12B recognition by UGC, Affiliated to
Savitribai Phule Pune University College ID No. PU / PN / Pharm / 117 / (1996)
Accredited by NAAC with 'A' Grade

MECHANISM FOR REDRESSAL OF GRIEVANCES

To ensure a fair, transparent, and timely mechanism for addressing student grievances related to academic, administrative, or personal issues in accordance with the **UGC (Redressal of Grievances of Students) Regulations, 2023** and **AICTE guidelines**.

- Students may submit grievances related to academics, evaluation, infrastructure, or behavior via: **Online** (Institutional Grievance Portal <https://aissmscop.com/for-student/grievance-cell/> or contact@aissmscop.com)
Offline: Written application to the SGRC Convener.
- Grievances must be specific and include relevant details. The grievance is acknowledged within 3 working days. It is entered in the Grievance Register with a unique case number for tracking.
- The SGRC examines whether the grievance falls under its purview. If not, it is forwarded to the relevant committee (e.g., Anti-Ragging Cell, ICC, Examination Committee).
- The SGRC meets within 10 working days to review the case. Both complainant and respondent are given an opportunity to present their view points. Evidence and supporting documents are verified. Proceedings and minutes of the meeting are recorded.
- Based on findings, the SGRC recommends suitable action to the Principal. The Principal ensures that corrective measures are implemented within 15 working days.
- The complainant is informed in writing about the resolution. If unsatisfied, the student may appeal to the **Ombudsperson** within 15 days of the SGRC's decision.
- The Ombudsperson investigates the case and gives a final decision, which is binding on the institution.
- All grievances, meeting minutes, and resolutions are documented and maintained in the Grievance Register. A summary of grievances handled is included in the Annual Report.
- Relevant documents and committee meeting photos are kept for NAAC and AICTE compliance.
- Composition of SGRC and contact details of the Ombudsperson are displayed on college website and notice Boards. Awareness sessions are organized during orientation and student induction programs.





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FUNCTIONS OF THE OMBUDSPERSON

1. The Ombudsperson shall hear appeals from an aggrieved student only after the student has exhausted all remedies available within the institution under these regulations.
2. Cases involving malpractices in the conduct of examinations or irregularities in the process of evaluation may be referred to the Ombudsperson for review. However, appeals or requests for revaluation or re-totaling of answer sheets shall not be entertained unless a specific irregularity or instance of discrimination that materially affects the result is clearly indicated.
3. The Ombudsperson may, when necessary, seek the assistance of a qualified individual to act as an amicus curiae (expert advisor) for fair and objective consideration of complaints, especially those alleging discrimination or bias.
4. The Ombudsperson shall make every effort to resolve the grievance within 30 days from the date of receiving the appeal from the aggrieved student(s).
5. The decision or direction issued by the Ombudsperson shall be final and binding on the institution, and compliance must be ensured within the stipulated time frame.

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