



Shri Dhaneshwari Manav Vikas Mandal's

**SVP COLLEGE OF PHARMACY**

**(D.Pharm & B.Pharm)**

At. Hatta Tq. Basmat Dist. Hingoli (M.S.) 431705

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**GRIEVANCE  
REDRESSAL  
MECHANISM  
2022-2023**



Shri Dhaneshwari Manav Vikas Mandal's

**SVP COLLEGE OF PHARMACY****(D.Pharm & B.Pharm)**

At. Hatta Tq. Basmat Dist. Hingoli (M.S.) 431705

Date: 04/07/2023

**OFFICE ORDER**

This is to inform all the faculty, students and staff that with reference to the Gazette of India, vide No: DL-(N) - 04/0007/2003-05 Dated March 23, 2013. Grievance redressal mechanism committee of our institute is reconstituted with the following members to address the grievances posted by stake holders of the organization for the A.Y 2022-23.

S.No	Name of the faculty	Designation	Position
1.	Dr. Shivani S. Vaidya	Principal	Chairman
2.	Miss.Panchal P.P	Associate Professor	Coordinator
3.	Miss. Rathod S.P	Assistant Professor	Faculty member
4.	Miss.Lokhande S.S	Assistant Professor	Faculty member
5.	Mr. Guhade.N.D	Assistant Professor	Faculty member
6.	Ayush Ganesh Jadhao	Student	Student member
7.	Kore Chuneswari Premal	Student	Student member
8.	Ingole Snehal Yashwant	Student	Student member

**OBJECTIVES OF THE COMMITTEE:**

1. To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the Stakeholders.
2. To uphold the dignity of the organization by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship.
3. To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the college campus.
4. To ensure that grievances are resolved promptly, objectively and with sensitivity and in Complete confidentiality.



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5. To ensure that the views of each grievant and respondent are respected and that any party to a Grievance is neither discriminated against nor victimized.
  6. To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

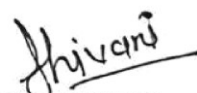
**Roles & Responsibilities of the Committee:**

1. The Committee will address the various grievance posted by all stake holders of the organization on various issues.
2. The Committee will work in line with the guidelines given by the university grants commission and gazette of India.
3. The committee will conduct the regular meetings once in a month to discuss the various grievances posted during that period.
4. The grievances received must be addressed by the committee as soon as possible.



Copy to:

- a. All HODS
- b. IQAC coordinator
- c. Administrative Officer
- d. Exam branch

  
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SDMVM'S SVP/GRC/2022-23/CIR-01

Date: 05/07/2023

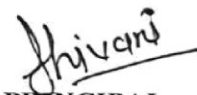
## CIRCULAR

This is to inform all the members of grievance redressal mechanism that, a meeting is scheduled on 06/07/2023 at 11:30AM in principal chamber. All the members are requested to attend the meeting

### Agenda

- To review of previous council minutes and action taken
- To discuss about the student grievances if any



  
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- c. Administrative Officer



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**GRIEVANCE REDRESSAL MECHANISM COMMITTEE****Minutes of Meeting held on 06/07/2023**

With reference to circular SDMVM'S SVP/GRC/2021-22/CIR-01, dated 05/07/2023. A meeting was held on 06/07/2023 with all the members of grievance redressal mechanism committee.

The following members were present:

S.No	Name of the faculty	Designation	Position
1.	Dr. Shivani S. Vaidya	Principal	Chairman
2.	Miss.Panchal P.P	Associate Professor	Coordinator
3.	Miss. Rathod S.P	Assistant Professor	Faculty member
4.	Miss.Lokhande S.S	Assistant Professor	Faculty member
5.	Mr. Guhade.N.D	Assistant Professor	Faculty member
6.	Ayush Ganesh Jadhao	Student	Student member
7.	Kore Chuneshwari Premlal	Student	Student member
8.	Ingole Snehal Yashwant	Student	Student member

**The Agenda of the Meeting:**

1. To create awareness about the guidelines for grievance redress mechanism provided by the University Grants Commission and gazette of India among all the members of the committee
2. To discuss the roles and responsibilities of each member of the committee.



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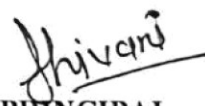
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## Summary of Committee Resolutions:

1. Create awareness among the stake holders about the standard operating procedures of the grievance redress mechanism of the institute.
2. On third Saturday of every month at 3:00 PM, grievance boxes will be opened in the presence of principal and IQAC Coordinator.
3. The committee will meet again as per the grievances received from the stakeholders or as and when required according to the directions of the principal.



  
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SDMVM'S SVP/GRC/2022-23/CIR-02

Date: 10/07/2023


## CIRCULAR

This is to inform the students of all departments regarding grievance redressal box is open to all the accusation, like canteen food, water, books etc., On third Saturday of every month at 3:00 PM, grievance boxes will be opened in the presence of principal and IQAC Coordinator. Collected grievance are tried to resolve within two weeks.



Copy to:

- All HODs
- IQAC coordinator
- Administrative Officer

  
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## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

### Report of Opening Grievance Boxes in the Campus


Date: 17/07/2023

The grievance boxes in the campus are opened on 17/07/2023 in presence of the following members.

1. Chairman –Dr Shivani S. Vaidya, Principal
2. IQAC Coordinator – Miss. Panchal P.P.

After Opening the grievance boxes, the total grievances received are found to be "1".



  
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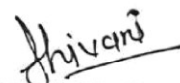
SDMVM'S SVP/GRC/2022-23/CIR-03

Date: 17/07/2023

## CIRCULAR

This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 21/07/2023 at 10:30 AM in principal chamber. To hear and address the various grievances received from the grievance boxes on 21/07/2023. All the members are requested to attend.



  
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Copy to:

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**GRIEVANCE REDRESSAL MECHANISM COMMITTEE****Minutes of Meeting held on 24/07/2023**

With reference to circular SDMVM'S SVP/2022-23/GRC/CIR-03, dated 21/07/2023. A meeting was held on 21/07/2023 with all the members of grievance redressal mechanism committee

The following members were present

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1.	Dr. Shivani S. Vaidya	Principal	Chairman
2.	Miss.Panchal P.P	Associate Professor	Coordinator
3.	Miss. Rathod S.P	Assistant Professor	Faculty member
4.	Miss.Lokhande S.S	Assistant Professor	Faculty member
5.	Mr. Guhade.N.D	Assistant Professor	Faculty member
6.	Ayush Ganesh Jadhao	Student	Student member
7.	Kore Chuneshwari Premlal	Student	Student member
8.	Ingole Snehal Yashwant	Student	Student member

**Agenda of the Meeting:**

To hear and address the Grievances received from the grievance boxes on 20/07/2022

**Grievance received:**

A total of "1" grievances were received from the Grievance boxes. The committee called all the Aggrieved stake holders one by one to discuss about the grievances posted. After hearing all the grievances From the stake holders, with due discussion with all committee members, committee feels that "1"



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Grievances are acceptable grievances and accepted for redressal of grievances as soon as possible.

The list of grievances accepted for redressal are appended below with details.

S.No	Grievance received on	Brief description of grievance	Remarks
1	19.07.2023	WI-FI Coverage Problem in college campus	Accepted



*Shivani*  
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