

Shri Dhaneshwari Manav Vikas Mandal's
SVP COLLEGE OF PHARMACY
(D.Pharm & B.Pharm)
At. Hatta Tq. Basmat Dist. Hingoli (M.S.) 431705

STUDENT GRIEVANCE POLICY

Objective:

The purpose of the Student Grievance Policy is to provide equitable and orderly processes to resolve grievances by students.

Definitions:

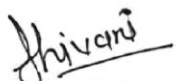
Grievance formal difference or dispute between a student and a college employee about the interpretation and or application of the college's non-academic policies and procedures or provision of services, by members of the college's faculty or staff, that negatively affects the student. A grievance may be based on one of the following claims: failure to provide services, arbitrary and or capricious actions by a college employee or administrative office policy or procedure applied unfairly and/or in a different manner than it was applied to others; administrative error in the application of the policy or procedure.

Days - Monday to Saturday excluding college holidays

Relevant Administrator- Director /Principal/ Dean. The focus of grievance is with the unit where the service is delivered.

Statements:




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A grievance differs from an academic decision, as it deals with service issues and not the actual outcomes of course work. A student may file a grievance in the

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cases of an unresolved difference or dispute between themselves and the college (office or individual) related to services rendered or non-academic decisions. The policy covers matters outside the scope of other policies of the college.

Complaints about sexual harassment and discrimination based upon protected class are addressed via the Discrimination Complaint Procedure; complaints about services related to disabilities are addressed through Rights of Students with Disabilities Policy, complaints about student behavior are addressed through the Student Conduct Policy and Procedures and student academic appeals including grading are addressed through Student Academic Appeals Policy and Procedures.

In cases where service issues underlie a disagreement about an academic evaluation, the service issue will be investigated and decided first.


Informal Resolution

The student is strongly encouraged to seek informal resolution of a grievance by bringing it to the attention of the relevant individual, administrator or office. An attempt at informal resolution should begin no more than 5 working days after the service or decision is rendered.

Formal Grievance

If the student is unsatisfied with the response, the student may make a formal, written grievance to the relevant administrator.




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**Proof related to Mechanisms for
submission of online/ offline students'
grievances**

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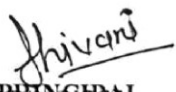
Mechanisms for submission of online/offline students' grievances

The Grievance Redressal Mechanism is constituted to be implemented in the institute to address the grievance related to students, women harassment, ragging, maintenance and other related issues. The grievance committee members investigate the cases through following mechanism:

- 1 An individual has to submit a grievance form
- 2 The submitted form is reported to the IQAC.
- 3 The IQAC then review the grievance and forward to Principal office or concerned Department/HOD.
- 4 The concerned section will then takes action and submit the report to the grievance committee for the closure of grievance within stipulated time.
- 5 The information about the action taken is communicated to the individual who has put up the grievance.



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Faculty Grievance form

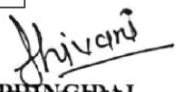
Name of the Faculty(optional):	
Grievance Details:	

Signature

Grievance Resolution form

Recommendation of the committee:	
Action Taken:	




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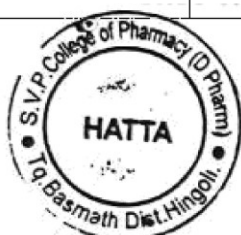
Student Grievance form

Name of the Student(optional):	
Grievance Details:	

Signature

Grievance Resolution form

Recommendation of the committee:	
Action Taken:	



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Suggestion / complaint Box have been installed in all the department blocks in which the Students, drop their grievances and their suggestions for improving the Academics /Administration in the college.



The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases.



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The students can register their grievances in online at

Grievance Redressal	
Name of Person :	
Category :	Student ▼
Department :	
E-mail :	
Phone No :	
Grievance Summary :	
<div>SUBMIT</div>	



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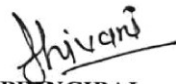
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**ANNUAL REPORT OF THE GRIEVANCE REDRESSAL COMMITTEE FOR THE
ACADEMIC YEAR 2021-2022**

- The first Grievance Redressal committee meeting for the Academic year 2021-2022 was held on 23.07.2022 at 10.30 AM in Principal Chamber.
- The Second Grievance Redressal Committee meeting for the Academic year 2021-2022 was held on 24.08.2021 at 10.30 AM in Principal Chamber.
- The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below

S.No	Issue Date	Issue	Complaint by	Action taken Date	Action Taken by the committee
1	20.07.2022	Wi-Fi Coverage Problem in college campus	II year students	25.07.2022	Approved for Increase the speed of Wi-Fi.
2	20.08.2021	Mobile Lost	I year students	26.08-2021	Committee brought to the notice of the Management With the help of floor Incharge Committee traced the CC footage and found the Mobile phone.


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ANNUAL REPORT OF THE GRIEVANCE REDRESSAL COMMITTEE FOR THE ACADEMIC YEAR 2020-2021

- The first Grievance Redressal committee meeting for the Academic year 2020-2021 was held on 23.09.2021 at 10.30 am in Principal Chamber.
- The Second Grievance Redressal Committee meeting for the Academic year 2020-2021 was held on 22.03.2020 at 10.30 am in Principal Chamber.
- The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below

S.No.	Issue Date	Issue	Complaint by	Action taken Date	Action Taken by the committee
1	20.09.2021	Establish Uninterrupted Wi-Fi Facility In Student Rooms	II year students	25.09.2021	As per the request from the students provided the Wi-Fi facility in the Campus.
	20.09.2021	Request to repair the student tables as they are completely damaged	I year students	25.09.2021	With rest to the Grievance received from students all the class room student benches were repaired.
	21.03.2020	Request To Increase The Number Of Text Books In Library	I year students	26.03.2020	Further instructions have been given to the concerned committee members to look in the matter and give latest information available in the library. Based on the information it has been decided to increase the number of books in the library.



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**ANNUAL REPORT OF THE GRIEVANCE REDRESSAL COMMITTEE FOR THE ACADEMIC
 YEAR 2019-2020**

- The first Grievance Redressal committee meeting for the Academic year 2019-2021 was held on 23-08-2020 at 10.30 am in Principal Chamber.
- The Second Grievance Redressal Committee meeting for the Academic year 2019-2020 was held on 22-04-2019 at 10.30 am in Principal Chamber.
- The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below

S.No.	Issue Date	Issue	Complaint by	Action taken Date	Action Taken by the committee
1	20.08.2020	Water Filter Cooling Problem	II year students	25.08.2020	Committee brought to the notice of the management and water filter was repaired to effective cooling.
2	21.04.2019	Request to increase the number of text books in Library	I year students	25.04.2019	This grievance was brought to the notice of management through principal. The management provides the Number of text books in library.
3	21.04.2019	Request to monitor the quality of food in canteen	II year students	25.04.2019	This Grievance has been redressed with due concern. Given strict instructions to monitor the food quality regularly to canteen committee members




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**ANNUAL REPORT OF THE GRIEVANCE REDRESSAL COMMITTEE FOR THE ACADEMIC
YEAR 2018-2019**

- The first Grievance Redressal committee meeting for the Academic year 2018-2019 was held on 23.08.2019 at 10.30 am in Principal Chamber.
- The Second Grievance Redressal Committee meeting for the Academic year 2018-2019 was held on 22.02.2018 at 10.30 am in Principal Chamber.
- The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below

S.No.	Issue Date	Issue	Complaint by	Action taken Date	Action Taken by the committee
1	20.08.2019	Library Timings Related	I year students	25.08.2019	Committee discussed with Library committee to instruct the librarian to make library timings flexible.
2	21.02.2018	Request to supply continuous drinking water in Main block	I year students	26.02.2018	This grievance was brought to the notice of management through principal. The management provided a continuous water supply and appointed a supervisor for regular supervision.
3	21.02.2018	Class Room Window Glass Repair	II year students	26.02.2018	Committee brought to the notice of management and repaired the window pane.



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ANNUAL REPORT OF THE GRIEVANCE REDRESSAL COMMITTEE FOR THE ACADEMIC YEAR 2017-2018

- The first Grievance Redressal committee meeting for the Academic year 2017-2018 was held on 23.08.2018 at 10.30 am in Principal Chamber.
- The Second Grievance Redressal Committee meeting for the Academic year 2017-2018 was held on 22.03.2017 at 10.30 am in Principal Chamber.
- The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below

S.No.	Issue Date	Issue	Complaint by	Action taken Date	Action Taken by the committee
1	20.08.2018	Fans not working	II year students	25.08.2018	Committee brought to the notice of the management that the fans which are not working were repaired and few were replaced by new one.
2	20.08.2018	White board visibility problem	I year students	25.08.2018	Committee brought to the notice of the management and make it clearly visible.
3	21.03.2017	Canteen menu price Related	I year students	26.03.2017	Committee discussed with the canteen committee to make the menu prices reasonable.



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