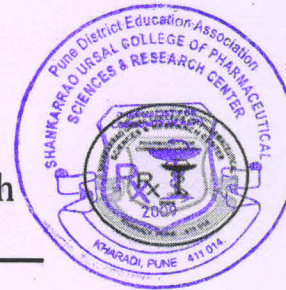




Pune District Education Association's
Shankarrao Ursal College of Pharmaceutical Sciences & Research
Centre, Kharadi, Pune-14.



POLICY OF STUDENT'S GRIEVANCE REDRESSAL COMMITTEE

The College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee or Principal.

Objective:-

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. The Students' Grievance Cell is constituted for the redressal of the problems reported by the students of the College. This is with the following objectives in mind :

- Grievance cell is formed in order to keep the healthy working atmosphere amongst staff, students and parents.
- This cell helps Students to record their complaints and solve their problems related to academics, resources and personal grievances freely and frankly without any fear of victimization.
- To keep the dignity of the college high by ensuring conflict free atmosphere in the College by promoting good Student-Student relationship and Student-teacher relationship.
- To ensure effective solution to the student grievances with an impartial and fair approach.
- In order to advising Students of the College to respect each other and be patient whenever any occasion of conflict arises.
- To advise all the students to refrain from stirring up students against other students, teachers and College administration.

Scope : The cell will deal with grievances received in writing/via mail from the students about any of the following matters:

1. Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
2. Financial matters: Related to dues and payments for various items from library, Laboratories, etc.
3. Other Matters: Related to certain misgivings about conditions of sanitation, victimization by teachers, office/nonteaching staff, etc.

Mechanism :

- Complaint Boxes have been installed in the College campus in which the Students, who want to remain anonymous, can put in writing their grievances and their suggestions for improving the academics/administration in the College.
- Students can lodge a complaint.
- The person concerned can personally approach to any member of the Cell and can send email or write an application and submit to Cell Convener for grievances of any sort.
- The cases will be attended promptly on receipt of grievances from the students. All complaints received are scrutinized by Grievance Redressal Committee. The Chairman of the committee calls upon the meeting of the committee through Secretary within 10 working days. The complainant will be called in the meeting.
- The cell will review all cases and will act formally accordingly as per the Principal decisions / policy.
- The cell will give report to the Principal of the college about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
- The institution will take appropriate action against the guilty according to the decision of the committee.


Exclusions:

- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the university.
- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions made by the university and college with regard to disciplinary matters and misconduct.
- Decisions of the university about admissions in any courses offered by the institute.
- Decisions by competent authority on assessment and examination result.

Grievance portal is made available on the website

Link: <https://e-onlinegrievance.com/c/SUCOPSRC>


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