

Grievance Redressal Committee (for Teaching and non-teaching) Policy and Procedures AY2024-26

1. OBJECTIVES

- To uphold the dignity of the college by promoting cordial relationship among staff and, Student-Teacher relationship
- To investigate and review complaints or grievances of staff and faculty members.
- To create awareness of the availability of Grievance Redressal committee, amongst staff and faculty members to report grievances.
- To investigate the cause of grievances.
- To resolve the grievance with the help of members depending upon the gravity of the case
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus.
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.

2. GRIEVANCES REDRESSAL COMMITTEE:

A high-power committee handles the function of remedying grievances. It is guided by the Principal of the college as Chairman of the committee. The committee will consider only formal written application or shared online grievances using the following link:

<https://forms.office.com/r/c7C09RanwS>

The committee will put its best efforts in order to arrive at a right decision / amicable solution expeditiously.

Composition of Grievance Redressal Committee (GRC) (2024-2026):

Sr. No	Designation	Name of the Member	Affiliation
1	Chairperson	Prof. Krishna Iyer	I/c Principal & Professor of Pharmaceutical Chemistry
2	Faculty Representative (Senior Professor) – Coordinator	Prof. Krishnapriya Mohanraj	Professor of Pharmaceutical Analysis
3	University of Mumbai Nominee-Member	Dr Sudha Rathod	Principal, Oriental College of Pharmacy, Navi Mumbai
4	Faculty Representative (Senior Faculty not below the level of Associate Professor) Member	Dr. Premlata Ambre	Associate Professor and Head, Department of Pharmaceutical Chemistry

3. FUNCTIONS OF THE COMMITTEE:

- a. To provide with proper advocacy to aggrieved staff and faculty members to express their grievances freely and frankly without any fear of being victimized.
- b. To analyze the merits of grievances and conduct formal hearings and investigation as the case may be.
- c. To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines.
- d. To obtain the facts through relevant sources in a fair and objective manner.
- e. To ensure speedy disposal of every grievance application.

4. STANDARD OPERATING PROCEDURE FOR HANDLING GRIEVANCE

1. On receipt of the written complaint or online complaint / grievance, the office superintendent notifies the grievance to the committee members by sending formal letters or mails.
2. The concerned committee shall investigate the cases directed accordingly.
3. The meeting agenda is shared with the committee members and the complainant and concerned member.
4. A hearing or clarification with the complainant and from the concerned may be taken in the presence of the members.
5. The committee is required to resolve the matter and the complainant shall be informed about the action taken by the committee.
6. If the complaint / grievance is found invalid, the complainant and the person against whom the complaint is made, will be informed accordingly and penal action may be taken.
7. The complaint in any case shall be resolved within one month of its receipt.