



Progressive Education Society's  
**MODERN COLLEGE OF PHARMACY**

Accredited by NAAC

Best College Award by Savitribai Phule Pune University



Approved by All India Council for Technical Education, New Delhi, Pharmacy Council of India, New Delhi,  
Directorate of Technical Education, Mumbai (MS), Permanently Affiliated to  
Savitribai Phule Pune University, Pune & Approved under Section 2 (f) & 12 (B) of UGC Act, 1956

Section No.21, Yamunanagar, Nigdi, Pune-411 044. (M.S.) Tel. : 020-27661315 Fax: 020-27661314  
E-mail : mcopnigdi44@gmail.com Website : www.mcop.org.in

Prof. Dr. P. D. Chaudhari  
M.Pharm., Ph.D.  
Principal

Prof. Dr. G. R. Ekbote  
M.S., M.N.A.M.S.  
Chairman, Business Council

## Policy of Grievance Redressal Cell (GRC)

### 1. Purpose

College has established Grievance Redressal Cell as per the norms and guidelines laid down by AICTE letter No. 1-101/DPG/AICTE/Ombudsman/2012 dated 9 July 2012 and University Grants Commission (UGC) (Ref: The Gazette of India, 23 March 2013). The cell works meticulously to address grievances/complaints of students, staff, faculty as well as parents. As per UGC guidelines, Principal is the Chairman of Grievance Redressal Cell and Principal formulates a grievance redressal cell for its smooth functioning. The committee designs and frames its policies and mechanism of function and the committee functions according to its policies which are also flashed on college website to solve complaints of students, faculty, staff and parents. The committee members are nominated by the Principal of the college. Grievance Redressal Cell (GRC) is formed in order to keep the healthy working atmosphere among students, faculty, staff and parents. This cell helps students, staff, faculty and parents to record their complaints and solve their grievances.

### 2. Objectives

- 1) To create a platform where stakeholders point out their problems, complaints, general drawbacks and limitations without fear.
- 2) To provide transparent and fair process of redressal
- 3) To investigate grievances thoroughly
- 4) To get suggestions from stakeholders for improvement
- 5) To give stakeholders the sense of participation in grievances solving
- 6) To restructure policies in the light of grievances

### 3. Facility

- 1) Suggestion box/complaint box is placed at the front of administrative office to receive the written complaints.
- 2) The complaints may be raised through email or through grievance portal login on college website.

### 4. Functions

- 1) To address grievances amicably and fairly in time bound manner.
- 2) To investigate grievances/to note suggestions, of stakeholders.

STRIVING TOWARDS EXCELLENCE FOREVER

Principal

P. E. S. Modern College of Pharmacy  
Sector No.21, Yamunanagar, Nigdi,  
Pune - 411 044.



Progressive Education Society's  
**MODERN COLLEGE OF PHARMACY**

Accredited by NAAC

Best College Award by Savitribai Phule Pune University



Approved by All India Council for Technical Education, New Delhi, Pharmacy Council of India, New Delhi,  
Directorate of Technical Education, Mumbai (MS), Permanently Affiliated to  
Savitribai Phule Pune University, Pune & Approved under Section 2 (f) & 12 (B) of UGC Act, 1956

Section No.21, Yamunanagar, Nigdi, Pune-411 044. (M.S.) Tel. : 020-27661315 Fax: 020-27661314

E-mail : mcopnigdi44@gmail.com Website : www.mcop.org.in


Prof. Dr. P. D. Chaudhari  
M.Pharm., Ph.D.  
Principal

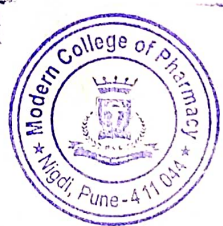
Prof. Dr. G. R. Ekbote  
M.S., M.N.A.M.S.  
Chairman, Business Council

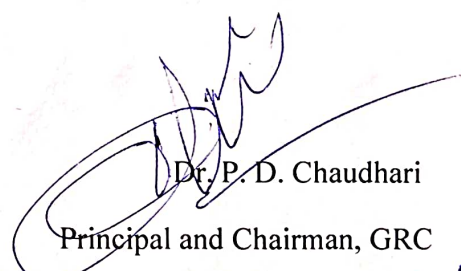
- 3) To keep record of grievances, scrutiny of grievances and follow redressal mechanism.
- 4) To prioritize grievances based on its seriousness and authenticity
- 5) To report the cases attended and solved and cases pending, if any, to the competent authority when necessary or on demand.
- 6) To modify composition of Grievance Redressal cell as per norms.
- 7) To keep updating the committee for government resolutions/competent authority resolutions and to document these resolutions.

#### 5. Impact

To uphold the dignity of the college by ensuring strife free atmosphere in the college by promoting cordial student to student relationship, student to teacher relationship and staff to staff relations and relations with other stakeholders.

  
Dr. Upendra C Galgatte  
Coordinator, GRC



  
Dr. P. D. Chaudhari  
Principal and Chairman, GRC

**Principal**

P. E. S. Modern College of Pharmacy  
Sector No.21, Yamunanagar, Nigdi,  
Pune - 411 044.



Progressive Education Society's  
**MODERN COLLEGE OF PHARMACY**

Accredited by NAAC

Best College Award by Savitribai Phule Pune University



Approved by All India Council for Technical Education, New Delhi, Pharmacy Council of India, New Delhi,  
Directorate of Technical Education, Mumbai (MS), Permanently Affiliated to  
Savitribai Phule Pune University, Pune & Approved under Section 2 (f) & 12 (B) of UGC Act, 1956

Section No.21, Yamunanagar, Nigdi, Pune-411 044. (M.S.) Tel. : 020-27661315 Fax: 020-27661314

E-mail : mcpnigdi44@gmail.com Website : www.mcop.org.in

Prof. Dr. P. D. Chaudhari  
M.Pharm., Ph.D.  
Principal

Prof. Dr. G. R. Ekbote  
M.S., M.N.A.M.S.  
Chairman, Business Council

### Mechanism of Grievance Redressal Cell

- 1] Considering broadly, grievances may be of two types i) *Academic*: related to attendance, charging of fees, assessment, conduct of examination, syllabus completion, teaching methodologies etc. ii) *Non-academic*: general harassment by colleague, peer pressure, classroom management, facilities available and its utilization etc.
- 2] It has been decided to keep grievance redressal box in front of administrative office
- 3] The grievance redressal box is opened every month to collect and resolve the complaints. The complaints may be written or communicated by email or through grievance portal on college website.
- 4] The complaints shall be summoned to hear the complaints if required.
- 5] After hearing the complaints the committee shall take appropriate and amicable decision and subsequently the decision is communicated to complainant.
- 6] If the complainant is not satisfied with the decision of the committee, then complainant can make appeal before the chairman of management.
- 7] All the decisions taken by the committee will be rational and amicable to resolve the complainants of the aggrieved.
- 8] If the complainant is of serious nature and beyond the ambit if the committee then decision will be taken to forward the complaints before the competent authority.

Dr. Upendra C Galgatte

Coordinator, GRC



Dr. P. D. Chaudhari

Principal and Chairman, GRC

**Principal**

P. E. S. Modern College of Pharmacy  
Sector No 21, Yamunanagar, Nigdi,