



**MAHATMAGANDHIVIDYAMANDIR'S
Pharmacy College, Mumbai Agra Road, Panchavati Nasik,
Maharashtra-422003**

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Accredited: 9001:2015**

GRIEVANCE HANDLING POLICY



PRINCIPAL
MGV's Pharmacy College
Panchavati, Nasik-422 003

GRIEVANCE HANDLING POLICY

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1. Introduction: The grievance policy, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between stakeholders.

2. Scope : The grievance mechanism procedure applies to all internal/external stakeholders of the College.

3. Definitions :

- a. Grievance :** An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.
- b. Grievance Handling Mechanism :** A way to accept, assess and resolve community complaints concerning the performance or behavior of the stakeholders, its contractors, or employees. This includes adverse economic, environmental and social impacts.
- c. Internal Stakeholders :** Groups or individuals within a college who work directly within the college, such as teaching staff, non teaching staff, office staff ,students etc.
- d. External Stakeholders :** Groups or individuals outside the College who are not directly employed or contracted by the College but are affected in some way from the decisions of the College, such as suppliers, community, NGOs and the government.

4. Grievance Reporting Channels: College will communicate this procedure to its stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances.



Various channels for stakeholders to vocalize their grievances formally include: Reporting Committee Chairman by writing a letter about the issue.

At college level student grievance of any type (Examination/Faculty/Academics/Personal etc) can be reported directly orally or in written initially either to the mentor, class teacher, any subject teacher or the Vice Principal or Principal or can post in complaint box. Any complaint from staff (teaching/non teaching) can be reported to the principal. A committee is then constituted accordingly to resolve the matter. If not done then reported to management.

5. Roles and Responsibilities:

a) Anti Ragging committee:

1. Creation of awareness about Anti Ragging act
2. Investigation of Ragging complaints
3. To provide counseling and resolution.
4. To follow-up and keep track of progress.
5. To maintain register of reported cases.
- 6 To close the cases after satisfactory progress.

b) Women's Grievance Redressal Committee (ICC)

1. Investigation of reported grievance
2. To provide satisfactory resolution.
3. To follow-up and keep track of progress of the grievance.
4. To maintain record of reported cases.
5. To close the grievance after satisfactory progress.

c) SC-ST Committee

1. To investigate the grievance
2. To provide proper solution
3. To follow-up and keep track of progress of grievance
4. To close the grievance

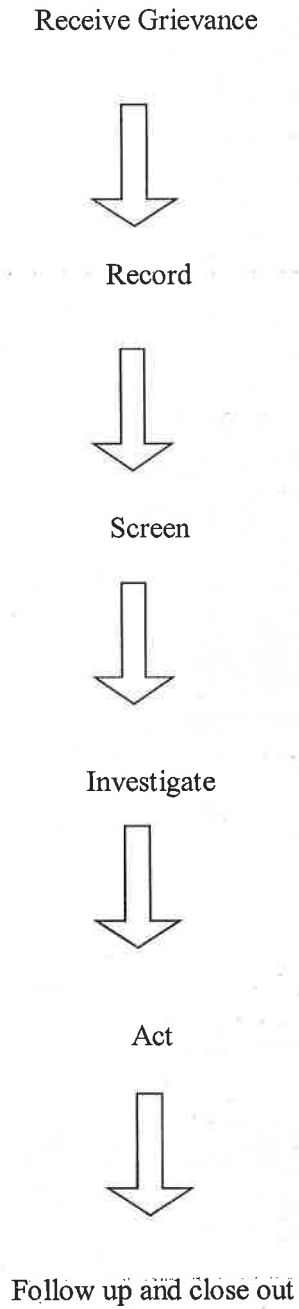
d) Students Grievance Cell:

1. Investigation of grievance
2. To provide resolution
3. To follow up and keep track of progress of grievance.
4. To maintain register of reported grievances
5. To close the grievance after satisfactory progress.



6. Grievance Mechanism Process

The figure below describes the process that will be used to resolve any grievances



a. Record : All formal grievances will be logged in the Grievance Register and will be saved in record of correspondence.

b. Acknowledge: A grievance will be acknowledged, by the grievance owner, within five working days of a grievance being submitted.

c. Investigate: The Committee Chairman along with the members is responsible for investigating the grievance. The investigation may require the team to make site visits, consult employees, contact stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analyzed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

d. Act: Following the investigation, the Chairman will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance. The concerned committee is responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to. Once all actions have been completed and the committee feels the grievance has been resolved, they will then formally advise the complainant via their preferred method of communication.

e. Follow up and close out: The Chairman of the Committee will make contact with the stakeholder/s one week after the grievance is resolved. When contacting the stakeholder the Charman will verify that the outcome was satisfied and also gather any feedback on the grievance process.

7. Storing of grievances: All records, including grievance, investigation notes, interviews and minutes of meetings will be securely filed and confidentiality is maintained for all parties involved.



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