



ISO 9001:2015 Certified & NBA Reaccredited B. Pharm Course
Mahatma Gandhi Shikshan Mandal's

Smt. Sharadchandrika Suresh Patil College of Pharmacy

Chopda-425107, Dist. Jalgaon, (M.S.), India.

Phone / Fax No - +91-2586-222366/223150. E-mail-bpharmchopda@yahoo.com

(Affiliated to Kavayitri Bahinabai Chaudhari North Maharashtra University, Approved by Govt. of Maharashtra and Pharmacy Council of India, New Delhi.)



Adv. Sandeep S. Patil
President

Dr. Smita S. Patil
Secretary

Dr. G. P. Vadnere
Principal

5.1. Student Support

5.1.4. The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees

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

Mechanisms for submission of student's grievances

Procedure for lodging complaint:

- The students may feel free to put up a grievance via written application in suggestion box placed at library & girls common room.
- Suggestion/complaint boxes are opened twice in a month.
- On the receipt of grievance, the SGRC will scrutinize, analyze carefully and discusses with committee member to find out amicable solution
- The SGRC Committee will deal with all genuine grievances of students of the college.
- Confidentiality and Privacy of all grievances are maintained at all level.
- The Complainant (Student) will be called for inquiry in front of the Grievance Committee as if required
- All complaints will be resolved within a time frame by looking into its seriousness.
- The result of the grievance will be informed to the complainant within the period defined
- No anonymous grievances will be entertained.




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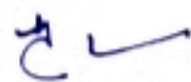
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Mechanism for online grievance

- For any grievance student may register their grievance through <https://ssp-pharmacychopda.edugrievance.com/>
- Acknowledging the receipt grievance immediately.
- On the receipt of grievance, the SGRC will scrutinize, analyze carefully and discusses with committee member to find out amicable solution.
- Call for hearing or enquiry if the resolution is not satisfactory.
- Final resolution/decision by grievance redressal committee.
- Communicating final decision to both parties.
- Closing of grievance & preparation of report.
- Feedback for improving the redressal process from time to time.
- Maintenance of records of grievance.




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Anti-discrimination committee

Procedure to file a complaint:

A complaint can be registered online or offline mode by students and employees of the institute within a month from the date of the incident.

Redressal of Complaint:

The complaints are received during meetings of the relevant committee and decisions are made based on each individual complaint.

- After taking the necessary actions to address the complaint, the anti-discrimination member will send a response to the complaint along with any pertinent supporting documents, if applicable.

Anti-Ragging Committee:

Procedure to file a complaint:

Students and employees of the institute can be filing a complaint within a month of the incident.

Redressal of complaint:

At the time of committee meetings, the complaints are evaluated and decisions are rendered on a case by case basis.

After the anti-ragging member has taken appropriate actions to address the complaint, they will send a response to the complainant, including any relevant supporting documents if applicable.

Internal Complaint Committee

Procedure to the file a complaint:

The student of the institute and employees has a window of three months following an incident to lodge a complaint which can be submitted to offline mode.

Redressal of complaints:

The committee reviews the complaints in the meetings and makes decisions on a case by case basis.

The member of ICC is responsible for addressing complaints and will send a response to the complainant, including relevant supporting documents, if necessary after taking appropriate actions to handle the complaint.




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Grievance Redressal Committee

Procedure to file a complaint:

Students and employees of the institute can file a complaint within a one month period after the incident, using either online or offline channels.

Redressal of Complaint:

The committee evaluates the complaints during the meetings and decides on a case by case basis.

After taking necessary measures to handle the complaint, the member responsible for addressing the grievance will send a response to the complainant along with any pertinent supporting documents, if applicable.

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Student may register their grievance through <https://ssp-pharmacychopda.edugrievance.com/>

The screenshot shows the 'edugrievance' Online Grievance Redressal System interface. It features a navigation menu with icons and labels for: Student (book icon), Teacher/Non-Teaching staff (person with question mark icon), Admin (gears icon), Parent (family icon), Grievance/Management (person with speech bubble icon), and Contact Us (microphone icon). The website header includes the college's name and logo.



(Signature)
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Grievance box to Drop a Complaint



(Signature)
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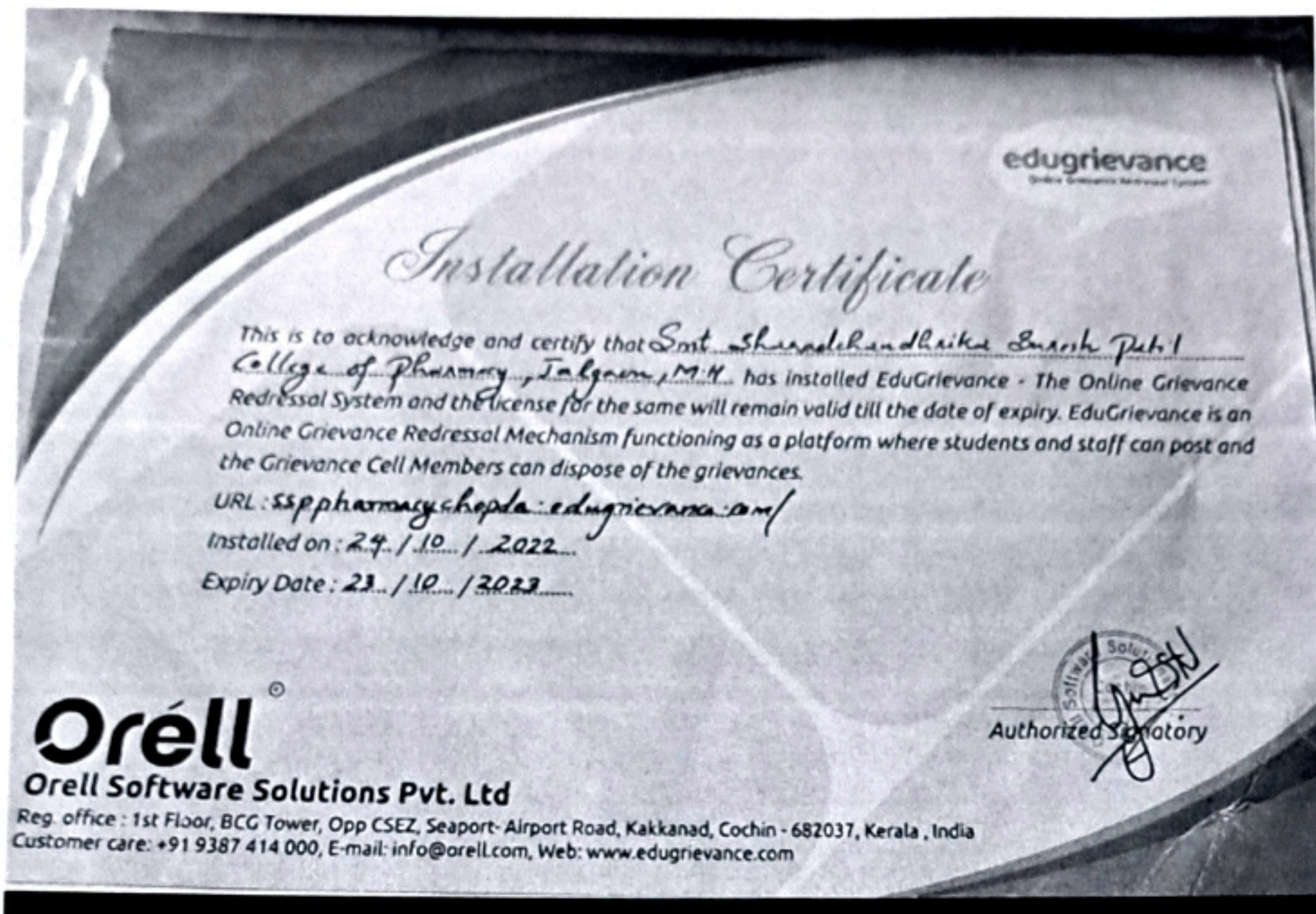
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Grievance - Installation Certificate




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Grievance - Installation Certificate

edugrievance
 Online Grievance Redressal System

Certificate of Renewal

This is to acknowledge and certify that Smt. Sharadchandrika Suresh Patil College Of Pharmacy, Chopda, Maharashtra has renewed the license of EduGrievance - The Online Grievance Redressal System and the same will remain valid till the date of expiry. EduGrievance is an Online Grievance Redressal Mechanism functioning as a platform where students and staff can post and the Grievance Cell Members can dispose of the grievances.

The URL and login details remain unchanged.

URL : ssppharmacychopda.edugrievance.com

Renewed on : 24 / 10 / 2020

Expiry Date : 23 / 10 / 2024

[Signature]
 Authorized Signatory

Orell

Orell Software Solutions Pvt Ltd.

Reg. office - 1st Floor, BCG Tower, Opp CSEZ, Seaport-Airport Road, Kakkanad, Cochin - 682037, Kerala, India



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Declaration

Not any type of student grievance regarding sexual harassment and ragging cases found during academic year 2023-2024.

Year	Number of Grievance Reported	Number of Grievance Redressed	Average time for Grievance Redressal in number of days
2023-2024	0	0	0

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