



BALAJI COLLEGE OF PHARMACY

Approved by A.I.C.T.E. PCI New Delhi and Affiliated to J.N.T.U.A., Ananthapuramu

Sanapa Road, Alamuru (P), Rudrampeta, Ananthapuramu – 515002. (A.P.)

www.balajipharmacy.ac.in

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MECHANISM FOR REDRESSAL OF GRIEVANCES

The setting up of the Grievance Redressal Cell (GRC) for students is widely publicized.

The students are encouraged to put grievance in the format attached and drop it in the boxes placed at conspicuous locations.

The GRC will act upon those cases which have been forwarded along with the necessary documents.

The GRC will take up only those matters which have not been solved by the different departments.

Grievances related to fees will be taken up only if the relevant financial documents like Demand draft etc. are attached.

STANDARD OPERATING PROCEDURE

Any student or parents or staff member wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the department/office or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Grievance Redressal Cell.

If the grievance is against the respective Head of school/department/office, then the grievant may directly submit his/her grievance writing, to the Officer-In-Charge of Grievance Redressal Cell.

A. FORMAL REGISTRATION:

Any aggrieved student or parent or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any, through email, or submitting a signed hardcopy of the grievance complaint in person to the Officer-In-Charge of Grievance Redressal Cell.

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B. ACKNOWLEDGEMENT:

The Grievance Redressal Cell shall acknowledge the receipt of any grievance complaint immediately. In the case or e-mail the sender will receive an instant reply acknowledging the receipt of his/her e-mail.

C. FORWARDING:

Upon receipt of grievance the Grievance Redressal Cell shall categorize, analyze the merits of the grievance, and forward the grievance to the respective department/office/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as maybe specified, not exceeding 7days from the receipt of grievance complaint.

D. FOLLOWUP & MONITORING:

Grievance Redressal Cell shall co-ordinate, monitor and ensure redressal within the stipulated time. Depending upon the seriousness of grievance, the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

E. SCRUTINY:

Grievance Redressal Cell will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective department/office/individual, then it will intimate the same to the grievant via e-mail. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed.

F. CALL FOR HEARING:

If the Grievance Redressal Cell is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant written the committee shall fix a date for hearing, and intimate the same to the respective department/office/individual as well as the grievant via e-mail or in person.

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If resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Cell will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

H. FINAL DECISION:

After the hearing or investigating the Grievance Redressal Cell shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application-pass an order indicating the reasons for such order, as maybe deemed fit.

I. COMMUNICATING THE DECISION:

Upon completion of proceedings, the Grievance Redressal Cell shall communicate the final decision to both parties, which shall be binding on both the parties.

J. CLOSURE OF COMPLAINT:

The complaint shall be considered as disposed of and closed when:

The grievant has indicated acceptance of the resolution: b. the grievant has not responded within four weeks from the date of receipt of information on resolution The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceeding shall be treated as confidential and can be viewed only by the members of Grievance Redressal Cell, for the purpose of investigation.

K. FEEDBACK:

Grievance Redressal Cell will collect formal feedback from relevant stakeholders (students, parents, staff, etc.) from time to time, especially from the parties involved, on account for reviewing and improving the grievance handling and redressal process.


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EXCLUSIONS

The Grievance Redressal Cell shall not entertain the following issues:

- 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 with regard to Disciplinary matters and misconduct.
- Decisions of the University about admissions in any course offered by the Institute.
- Decisions by competent authority on assessment and examination result.

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