



Maulana Azad Educational Trust's
Y. B. Chavan College of Pharmacy
(B. Pharm., M. Pharm. & Research Centre)

ISO 21001:2018 & 14001:2015 | NIRF 2023 AIR 80th
NAAC ACCREDITATION "A" GRADE (CGPA SCORE 3.23)

Dr. Rafiq Zakaria Campus, Dr. Rafiq Zakaria Marg, Rauza Bagh, Aurangabad-431001 | www.ybccpa.ac.in

YBCCP/IQAC/Grievance Redressal Cell Comm/2023-24/

Date: 07/11/2023

Grievance Redressal Cell Committee

Office Order

(This Office order supersedes all previous orders)

Following committee members are hereby informed to execute the responsibilities of their committee till further notice. Principal shall be the Chairman of the committee. The details are as under:

Sr No	Name of Member	Position	Mobile No.
1	Dr. M. H. Dehghan	Chairman	9823668433
2	Dr. S. R. Lahoti	In-charge	9823371119
3	Dr. K.G. Baheti	IQAC Coordinator	9422340342
4	Dr. Syed Ayaz Ali	Member	9960883737
5	Dr. Mrs. Maria Saifee	Member	9970070232
6	Dr. Furquan Khan	Member	9730076135
7	Dr. Chisti Marzooka	Member	7028092427
8	Mr. Shaikh Abdul Sattar	Member	9689458028
9	Adv. Irfan Khan	Member/Advocate	9325222022

1. OBJECTIVES & SCOPE:

- 1.1. The students are the main stakeholders in any educational institution and it is our endeavor to make all efforts to ensure transparency in all the activities at different stages and provide mechanism to students to solve their grievances.
- 1.2. To uphold the dignity of the college by ensuring conflict-free atmosphere in the college through promotion of cordial student-student relationship and student-teacher relationship, etc.
- 1.3. To provide responsive, accountable and easily accessible mechanism for settlement of grievances. To take measures in the college undertakings to ensure expeditious settlement of grievances of students in order to maintain a harmonious educational atmosphere in the institute.
- 1.4. Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized.
- 1.5. To ensure effective solution to the students grievances with an impartial and fair approach.

2. GUIDELINE & RESPONSIBILITIES:

- 2.1. To look into the complaints submitted by any student and judge its merit.
- 2.2. The committee shall review the application and after looking into the relevant documents, discuss with those concerned and submit its recommendations and report to the Principal. All the discussions will be documented and confidentiality is maintained.
- 2.3. If a member of the Grievance committee is connected with the grievance of the aggrieved individual or his/her own grievance, then concerned member of the Grievance committee shall not participate in the deliberations.
- 2.4. The aggrieved person shall make an application with required documents to the in-charge of the committee. The application shall be processed in the upcoming meeting of the committee. If required, the urgent meeting shall be called by the in-charge.
- 2.5. The Grievance committee shall consider only individual student's grievances of specific nature.
- 2.6. The Grievance committee shall not consider any grievance of general applicability or of collective nature or raise collectively by more than one student.
- 2.7. In-charge shall assist in submission of information to regulatory bodies regarding grievances.
- 2.8. The students can approach the cell for their grievances regarding academic matters, health services, library and other central services.
- 2.9. In case of any petitioner who is not satisfied with the recommendations made by the Grievance Redressal committee, he/she can resubmit the application mentioning the details to committee for second review. Still the petitioner not satisfied with the reply of committee then they can approach the University authority.
- 2.10. Complaints of sexual harassment of students, financial matter are not under the scope of this committee.
- 2.11. Refer the UGC notification for the details on guidelines. Committee members shall see the UGC website from time to time for new notification on grievance redressal.
- 2.12. For sharing the views and ideas, the committee may invite the faculty member(s) or expert in the meeting, if required.
- 2.13. In-charge shall conduct at least two meetings in a year. He/she shall prepare the agenda of meeting and same shall be inform to other members in advance and record the minutes of meeting.
- 2.14. In-charge shall see the need and preparation of any other documents for the committee/display if required.

Copy to: 1. Office file
2. All the members




Dr. M. H. Dehghan
Principal

Principal
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