



Dattakala Shikshan Sanstha's

Institute of Pharmaceutical Science & Research (For Girls)

Approved by PCI - New Delhi, DTE - Mumbai, Recognized by Govt. of Maharashtra

Affiliated to Dr. Babasaheb Ambedkar Technological University, Lonere (Raigad) and M.S.B.T.E., Mumbai

| DTE Code: 6914 | MSBTE Code: 1891 | PCI ID: 909 | AISHE Code: C-60003 |

Mr. Rana Suryawanshi
Vice – President

Mrs. Maya Zol
Secretary

Prof. Ramdas M. Zol
Founder – President

Date: 10/07/2024

Grievance Redressal Cell Committee

Name	Designation	Role	Contact No.
Dr. Vishal Babar	Principal/Head of Institution	Chairperson	9075680865
Dr. Jyoti Jawale	Vice- Principal	Faculty members	9657211486
Ms. Tai Yele	HOD (Diploma)	Faculty members	8483929640
Mr. Yogesh Satpute	Office superintendent	Administrative staff	7776002929
Ms. Reshma Devokate	Faculty member	Female staff Member (Mandatory in many cases)	7219256641
Ms. Shraddha Kanherkar	Student	Student Representative	8855976626
Ms. Sushma Kale	Student	Student Representative	8767409557
-	-	External Member (Legal expert/ Social worker)	-

Functions of Grievance Redressal Cell Committee

1. Receive Grievances

- Collect complaints from students, staff, or stakeholders through physical forms, emails, suggestion boxes, or online portals. Ensure confidentiality and a non-judgmental atmosphere for complainants.

2. Acknowledge and Register Complaints

- Maintain a logbook or digital record of all received grievances.
- Acknowledge the receipt of the grievance to the concerned individual.

3. Preliminary Assessment

- Review the nature of the grievance.
- Decide whether the complaint falls under the committee's jurisdiction or needs to be referred elsewhere.

4. Investigate Complaints

- Form inquiry panels if needed.
- Collect necessary evidence, interview concerned parties, and analyze the issue impartially.

5. Conduct Hearings

- Allow both the complainant and the accused (if any) to present their case.
- Ensure transparency and fairness during the process.



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6. Resolution and Recommendations

- Suggest corrective actions or disciplinary measures.
- Forward recommendations to relevant authorities for implementation.

7. Monitor Implementation

- Follow up to ensure that decisions or resolutions are executed effectively.

8. Report and Documentation

- Maintain detailed reports and meeting minutes.
- Submit periodic reports to higher authorities or regulatory bodies (like UGC, AICTE, HR department, etc.).

9. Promote Awareness

- Educate students or employees about their rights and how to file grievances.
- Conduct orientation sessions or circulate materials about grievance redressal mechanisms.

10. Review and Improve

- Periodically assess the efficiency of the grievance redressal system.
- Suggest policy or procedural changes if required.



PRINCIPAL
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