

Grievance Redressal Committee

Composition of Grievance Redressal Committee (Academic Session 2024-25)

S.No.	Committee Member	Designation	Mobile No.
1	Dr. D.K. Ahirwar, Principal	Chairperson	9827951992
2	Mr. Anish Chandy	Member	9907171879
3	Mrs. Manorama Ratre	Member	8770036145
4	Mrs. Anju Mishra	Member	7981610582

Note: For any query and any problem kindly contact.

Dr. D. K. Ahirwar

Chairperson, Grievance Redressal Committee

Contact: 9630099212

Grievance Redressal Committee

(Functions and Responsibilities)

Grievance Redressal System is a vital part of any administration. It is the responsibility of the School of Pharmacy Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College as per the AICTE and CSVTU guidelines to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look into the problems depending upon the seriousness of the issue.

The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

Staff can mail their grievance at sopprinciple@cecbilaspur.ac.in

Functions:

- ✓ To accept written grievances from students and staff related to the system.
- ✓ To create and implement a mechanism to handle the reported grievances.
- ✓ To forward the findings to the Management if necessary for further action.
- ✓ To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- ✓ To attend to the grievances based on the authenticity and gravity of the criticisms made. To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- ✓ To convene periodical meetings to discuss whether the grievances have been settled. To make a follow-up of these matters at regular intervals till their final disposal.
- ✓ To maintain strict confidentiality, if necessary.

All the students enrolled at School of Pharmacy Chouksey Engineering College have the right to appeal against any academic matter in which they feel that they have been treated unfairly. Examples of student problems: Disputes over Grades, Course Requirements, Faculty or Staff Conduct, Fines and Administrative Policies and Procedures.

If any problem is/was and is not resolved internally, students may file a grievance with the College Grievance Redressal Cell (CGRC) of the College. Any type of student complaint or problem may be presented to the SGC for official review. The campus hearing body follows a set of formal procedures as per AICTE and CSVTU Guidelines. A Student Representative will assist students in presenting their case along with the guidance of the members of the committee as well.

The deadlines for filing any kind of a grievance are the last day of the concerned semester, post the semester during which the incident has occurred. Decisions made by the SGC are not appealable.

The SGC does not lend itself to quick solutions, so a resolution at a lower level is always more desirable. Attempts at such a resolution are required before the committee will accept a case. Paperwork is available in the office.

Any student who wishes to file a grievance can contact the chairperson of College Students and Staffs may file the grievance in complaint box at the college reception area or can file the grievance online.

Submit Online Students Grievance Form:

<https://forms.gle/eKTRvdwW7fBAuDTH6>