



Panchakshari Shivacharya Trust's Aloor

CHANNABASWESHWAR PHARMACY COLLEGE (DEGREE), LATUR

Basweshwar Chowk, Kava Road, Latur-413512 (Maharashtra)



CRITERION 5

STUDENT SUPPORT AND PROGRESSION

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. Organization 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**

b) Proof Related to Mechanisms for submission of online/offline students' grievances





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CHANNABASWESHWAR PHARMACY COLLEGE (DEGREE)

Kava Road, Basweshwar Chowk, Latur-413512 (Maharashtra) Tel./Fax :- (02382) 243855

DTE Code :- 2253, University Code :- 947, MSBTE Code :- 2041

Email:- channabasweshwar@gmail.com / principalcbpc@gmail.com Website:- www.channabasweshwar.org

Approved by:- Govt. of Maharashtra, PCI, New Delhi, Affiliated to:- S.R.T.M. University, Nanded, MSBTE, Mumbai.

5.1 Student Support

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Principal
Channabasweshwar Pharmacy
College (Degree), Latur



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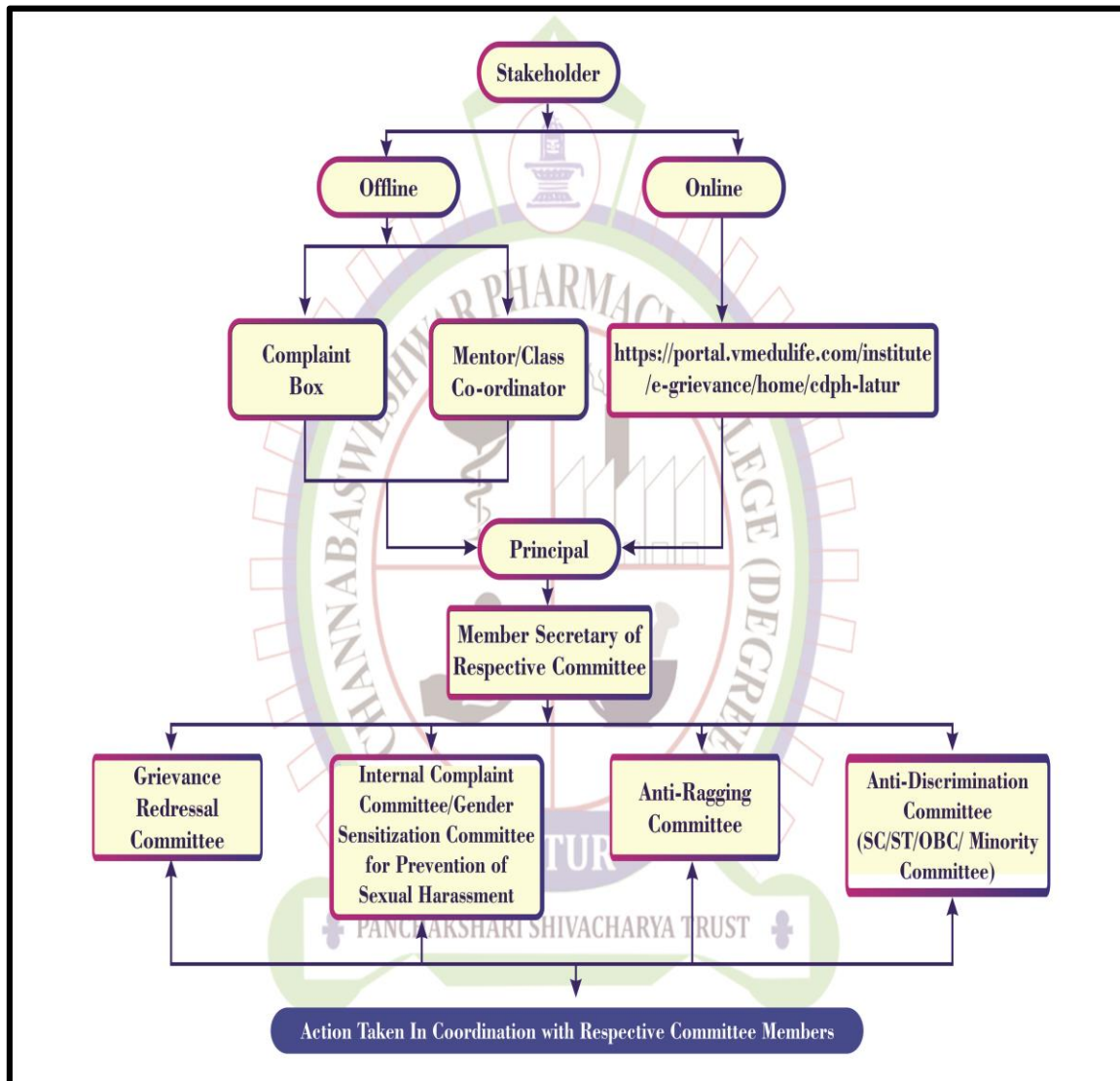
b) Proof Related to Mechanisms for submission of online/offline students' grievances

Grievance Redressal System

Aim:

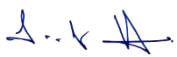
The grievance redressal system aims to address complaints and grievances reported by students, parents, employees, and others in the institute. It involves both online and offline modes to prevent unfair practices and provide mechanisms for resolving issues effectively.

Grievance Redressal mechanism:



Mechanisms for submission of online/offline students' grievances




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Grievance Redressal System

The Grievance Redressal Committee (GRC) is responsible for addressing various concerns, including preventing unfair practices, handling complaints from different student groups and stakeholders, such as Scheduled Castes, Scheduled Tribes, Backward Classes, Women, Minorities, and differently-abled individuals. The committee deals with issues related to fees, scholarships, victimization, sexual harassment, and other relevant matters. Students, parents, staff, and other stakeholders can approach the head of the department or section with their grievances, and if not resolved, they may escalate the matter to the GRC for further redressal.

Procedure for sending a complaint to GRC

To send a complaint to the Grievance Redressal Committee (GRC), the aggrieved student or person has two options:

1. Online:

The individual should fill in the Grievance online by email, providing all necessary attachments of facts and/or documents to support the complaint. This can be sent to the designated email address of the GRC.

2. Physical Submission:

The complainant can choose to submit a physical copy of the Grievance along with the required documents. This can be done by dropping the complaint/suggestion in the complaint box available in the administrative block.

Also directly submitting written complaint to Principal/ Committee in-charges





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Grievance Submission System

By following either of these procedures, the matter will be forwarded to the relevant committee for review and resolution.

1. Online Grievance Submission:

Online Grievance submitted to email- channabasweshwar@gmail.com Or through portal

Channabasweshwar Pharmacy College (Degree),
Latur

ONLINE GRIEVANCE REDRESSAL PORTAL

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Students
Faculty
Parents
Alumni
Non Teaching Staff
Management
Employer

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GRIEVANCE REDRESSAL PORTAL

Email Verification

Email ID
Enter Email ID

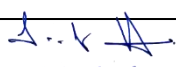
Confirm Email ID
Confirm Email ID

Send OTP

Next

College Online Grievance Redressal Portal




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2. Offline Grievance Submission:

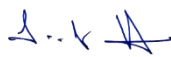
a. Complaint box:

This can be done by dropping the complaint/suggestion in the complaint box available in the administrative block.



b. Written complaint given to Principal / respective Committee in-charges




Principal
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