

J.E.S. Institute of Pharmacy, Jalna.

Office Order

Pharm/Gre.Cell/2015-16/4651

Date: 12/08/2015

Student & Parents Mentoring and Grievance Cell

The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment.

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the students in order to maintain a harmonious educational atmosphere in the institute.

- Upholding the dignity of the Institute by ensuring strife free atmosphere in the Institute through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box will be installed in front of Grievance Cell in the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the Institute.
- Advising Students of the Institute to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and Institute administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Scope:

The cell will deal with Grievances received in writing from the students about any of the following matters:-

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels etc
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers, etc.,

Functions :

- The cases will be attended promptly on receipt of written grievances from the students

Procedure for lodging complaint :

- The students may feel free to put up a grievance in writing and submit it to grievance cell or drop it in box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell

Constitution of Cell

Sr. No.	Name	Designation
01.	R.R.Rathi (Principal)	Chairman
02.	N.B.Patel (Clerk)	Secretary
03.	S.S.Talbe (Computer Data Operator)	Member

Principal