

ORIENTAL EDUCATION SOCIETY'S

ORIENTAL COLLEGE OF PHARMACY

(Approved by AICTE, PCI, D.T.E, Affiliated to University of Mumbai & Certified by ISO 9001:2015)

NAAC Accreditation with 'A' Grade



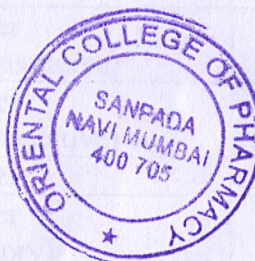
9/05/2025

Oriental Education Society's

ORIENTAL COLLEGE OF PHARMACY, SANPADA
College Grievance Redressal Cell Policy
(CGRC)

Sr. No.	Policy Title:	College Grievance Redressal Cell Policy (CGRC)
1.	Purpose of the Policy	To redress the grievances of students by sorting out problems promptly and judiciously that will result in pleasant and good work culture at the Oriental College of Pharmacy
2.	Scope of the policy	To effectively resolve the grievances of the students
3.	Policy Applies to	Students
4.	Approved by	Principal
6.	Reference for the policy	UGC circular, F.1-13/2022(CPP-II)

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1. OBJECTIVE

The objective of this policy is to ensure that students at Oriental College of Pharmacy have access to a transparent,

fair and prompt grievance redressal mechanism. The policy aims to create a respectful, responsive, and supportive academic environment. The following are the objectives:

- To investigate and review written complaints or grievances of students
- To receive applications of the students from the portal available on the website of the college/ institute and process them further
- To investigate cause of grievances
- To hear all concerned parties and settle grievances as early as possible
- To counsel students the students whenever necessary to resolve their grievances
- To resolve grievance with the help of members depending upon the gravity of the case.

2. COMPOSITION OF CGRC:

- A Professor-Chairperson
- Four professors/senior faculty members of the Institution as Members
- A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities
- At least one member or the chairperson shall be a woman and atleast one member or the chairperson shall be from SC/ST/OBC category.
- The tenure of chairperson & members shall be of two years

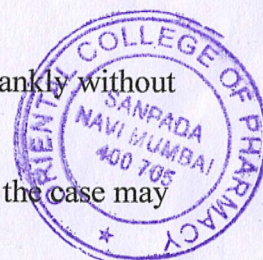
Following are the Members of OCP CGRC College Grievance Redressal Cell:

Sr. No	Member Name	Grievance cell designation	Contact details
1.	Dr. Mohib Khan	Chairman	27751116-249
2.	Dr. Pradnya Palekar-Shanbagh	Member (Women representative)	27751116-220
3.	Dr. Vandana Jain	Member (Women representative)	27751116-224
4.	Dr. Amjad Ali	Member	27751116-255
5.	Dr. Amol Borade	Member (SC category)	27751116-259
6.	Ms. Divyasri Bhandari	Student representative	-

3. FUNCTIONS OF THE COMMITTEE:

- To provide with proper advocacy to student to express their grievances freely and frankly without fear of being victimized
- To analyze the merits of grievances and conduct formal hearings and investigations the case may

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be.

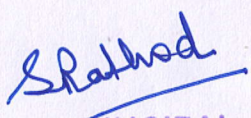
- c. To protect the privacy and confidentiality of all parties during investigation, consistent with and subject to the policy guidelines
- d. To obtain the facts through relevant sources in a fair and objective manner
- e. To ensure speedy disposal of every grievance application.

4. NATURE OF APPLICATIONS TO BE ENTERTAINED BY THE CGRC:

The grievances or common grievances of students related to college/ institution only shall be considered by the CGRC.

5. STANDARD OPERATING PROCEDURE FOR HANDLING GRIEVANCE

1. On receipt of the written complaint or online complaint/ grievance under link on the website of college, the office superintendent notifies the grievance to the committee members
2. The concerned committee shall investigate the cases directed accordingly
3. The meeting agenda is shared with the committee members and the complainant and concerned member.
4. A hearing or clarification with the complainant and from the concerned may be taken in the presence of the members,
5. The committee is required to resolve the matter and the complainant shall be informed about the action taken by the committee
6. If the complaint/ grievance is found invalid, the complainant and the person against whom the complaint is made, will be informed accordingly and penal action may be taken
7. The complaint in any case shall be resolved within one month of its receipt.


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