



AISSMS

COLLEGE OF PHARMACY

IMPARTING EXCELLENCE IN EDUCATION & RESEARCH



Approved by AICTE & PCI New Delhi, Recognized by the Government of Maharashtra,
2F,12B recognition by UGC, Affiliated to Savitribai Phule Pune University
Accredited by NAAC with A Grade

5.1.4

Guidelines, Awareness and Mechanism for timely redressal of student grievances including sexual harassment and ragging cases

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. Organisation 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**

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Mechanisms for submission of Grievance online/offline student's grievances

Offline Students Grievance System

All committee's constitutions and contact details are displayed on college website, in printed journals and college corridors. Students can register the complaints by application to the Chairman of the committee or committee member.



Dr. Ashwini R Madgulkar

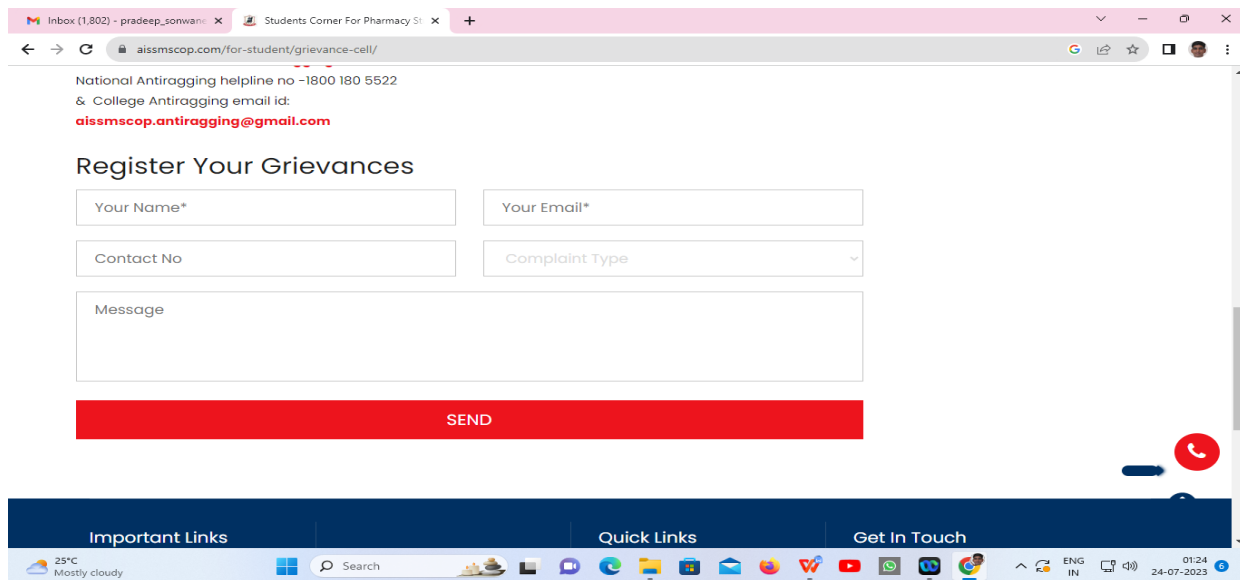
Principal
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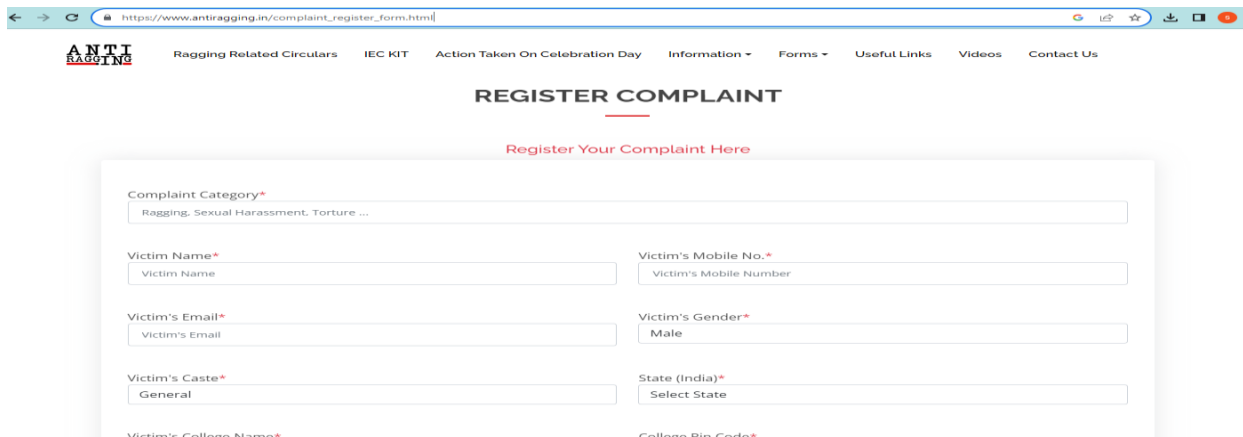
Online Student Grievance System

1. Online form to register grievances is made available on our College website <https://aissmscop.com/for-student/grievance-cell/> . Students can register their grievance through this form. Also, students can file their grievances through e-mail to contact@aissmscop.com. Screenshot of the same is given below-



The screenshot shows a web browser window with the URL aissmscop.com/for-student/grievance-cell/. The page displays contact information: National Antiragging helpline no -1800 180 5522 and College Antiragging email id: aissmscop.antiragging@gmail.com. Below this is a form titled "Register Your Grievances" with the following fields: "Your Name*", "Your Email*", "Contact No", "Complaint Type" (a dropdown menu), and "Message". A red "SEND" button is located at the bottom of the form. The browser's taskbar at the bottom shows the date as 24-07-2023 and the time as 01:24.

2. Online form to register grievances is made available on Antiragging website (UGC) https://www.antiragging.in/complaint_register_form.html Students can register their grievance through this form. Screenshot of the same is given below-



The screenshot shows a web browser window with the URL https://www.antiragging.in/complaint_register_form.html. The page features a navigation menu with items like "Ragging Related Circulars", "IEC KIT", "Action Taken On Celebration Day", "Information", "Forms", "Useful Links", "Videos", and "Contact Us". The main heading is "REGISTER COMPLAINT" with a sub-heading "Register Your Complaint Here". The form includes the following fields: "Complaint Category*" (with a dropdown menu), "Victim Name*", "Victim's Mobile No.*", "Victim's Email*", "Victim's Gender*" (with a dropdown menu), "Victim's Caste*" (with a dropdown menu), "State (India)*" (with a dropdown menu), "Victim's Collage Name*", and "Collage Pin Code*".



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Mechanism of Grievance redressal System

Redressal Mechanism

Application received regarding grievance/ ragging/ discrimination by the class teacher /Principal



Application forwarded to grievance redressal cell /Anti-ragging cell/Anti-discrimination cell by the Principal



Issue discussed in presence of all members of grievance redressal cell /Anti-ragging cell/Anti- discrimination cell.



Issue resolved in grievance redressal meeting /Anti-ragging cell meeting /Anti-discrimination cell meeting & documented in meeting register.

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