



# Shri M. N. College Of Pharmacy

(Affiliated to G.T.U., Approved by AICTE & PCI)

(Run by Shree Khambhat Taluka Sarvajanic Kelavani Mandal)

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Ref. No. : MNCP/

Date :

## OMBUDSMAN AND GRIEVANCE REDRESSAL COMMITTEE

Institute is pleased to announce constitution of Grievance Redressal Committee for year 2018-19 comprising of the following with details given as under, to address the complaints of the students.

**Ombudsman:** Dr. B. R. Vyas (Trustee, KTSKM)

### **Grievance Redressal Committee**

1. Bharat S Rajpuohit – Chairman & I/C Principal M N College of Pharmacy, Khambhat (M N C P)
2. Mr. Vishal Chudasama – GTU Coordinator & Sr. faculty M N C P
3. Ms. Megha K Patel – Conveyor College Women Development Committee & lecturer MNCP.
4. Mr. Jay Popat – Student, Diploma Pharmacy Part – II, MNCP
5. Ms. Divya Bhargav - Student, Diploma Pharmacy Part – II, MNCP

### **Procedure for Submission of Complaints:**

Any aggrieved student may submit an application giving full details, along with supporting documents, of the complaint addressed to the Chairman, Grievance Redressal Committee.

### **Procedure to be adopted by the Grievance Redressal Committee:**

- (a) The Grievance Redressal Committee shall fix a date for hearing the complaint, which shall be communicated to the aggrieved person either in writing or electronically, as may be feasible.
- (b) An aggrieved student must appear in person.
- (c) Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievances.
- (d) Grievance Redressal Committee shall ensure disposal of every application as speedily as possible as and not later than a month of receipt of the grievance.
- (e) On the conclusion of proceedings, the Grievance Redressal Committee shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- (f) The order so passed shall be provided to the aggrieved student and ombudsman.

### **Action by Ombudsman**

In case, the student is not satisfied with the decision given by the Grievance Redressal Committee. He/she may approach the Ombudsman in manner similar to that specified for Grievance Redressal Committee. The Ombudsman will follow the same procedure, as outlined above for the Grievance Redressal Committee, to hear and dispose the complaint.

In case of any false or frivolous complaint, the Ombudsman may order appropriate action against the complainant.