



Mahatma Gandhi Institute of Pharmacy

महात्मा गांधी फार्मसी संस्थान

(COLLEGE CODE : 391)

Approved by : AICTE, Ministry of HRD, Govt. of India & Pharmacy Council of India (PCI) , New Delhi
Affiliated to : Dr. A.P.J. Abdul Kalam Technical University, Uttar Pradesh, Lucknow

पत्रांक म.ग.ि.प./०८/१७/१३०४

दिनांक ०८/०८/२०१७

STUDENT GRIEVANCE REDRESSAL COMMITTEE (Session 2017-18)

It is for the information of Faculty, Staff and Students of MGIP, Lucknow that we have constituted student Grievance Redressal Committee to look into their grievances and provide them an early solution. The committee shall constitute of the following staff.

1. Dr. Zeashan Hussain	Director	Convener	9935844704
2. Mrs. Meena Yadav	Associate Professor	Member	9919991177
3. Mr. Mukesh Tiwari	Assistant Professor	Member	9415658908
4. Mr. Raziuddin Khan	Assistant Professor	Member	8090183694

The Students Grievance Redressal Cell is located in the office of the Institute.

In case of any grievance, the students are required to submit the application on the prescribed form (proforma enclosed) on E-mail ID (director.mgip@gmail.com) duly forwarded by the respective Class Teachers. The detailed information on the objective, function & scope of the student grievance redressal cell along with prescribed proforma is attached herewith and is also made available on the Institution's website.


Director

Constitution of Students Grievance Redressal Cell

The MGIP Institute has constituted a student's Grievance Redressal Cell at its Lucknow Campus. The functions of the cell are to look into the complaints lodged by any student and judge its merits. The Grievance Redressal Cell is also empowered to look into the matters of harassment.

Anyone with a genuine grievance may approach the Director in consultation with his Class Teacher and may send the complaint by E-mail.

Objectives:

The objective of the Students Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the MGIP.

The following shall be the objectives of the students Grievance Redressal Cell.

1. Upholding the dignity of the Institution by ensuring strife free atmosphere in the Institute through promoting cordial student-student relationship and student teacher relationship etc.
2. To support, those students who have been deprived of the services for which he/she is entitled.
3. To make teaching and supporting staff responsive, accountable courteous in dealing with the students.
4. To ensure effective solution to the student grievances with an impartial and fair approach.
5. Encouraging the students to express their grievance/problems freely and frankly without any fear of being victimized.
6. Advising the students to respect the right of dignity of one another and show restraint and patience whenever any occasion arises.
7. Advising all staff to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.
8. Advising all the Students to refrain from inciting students against other students, teachers and Institute Administration.

Functions:

1. Redressal of Students Grievances by taking suitable action.
2. To coordinate between Student and Department to redress the grievances.

Scope: The Cell deals with grievances received writing from the students about any of the following matters:

Academic Matters: Related to timely issue Marks Sheets/Duplicate marks Sheet, Transfer Certificate, Conduct certificates or other matters related to Examinations.

Financial Matters: Related to dues and payments for various items i.e. fees, fines, library hostels etc.

Exclusions:

The Students Grievances Redressal Cell shall not entertain the following issue:

1. Decision of Executive Council, Academic Council, Board of Studies and other Administrative or Academic Committees.
2. Decision taken by the Institute with regard to disciplinary matter and conduct.
3. Decision by the competent authority on assessment and examination results.
4. Decisions about admission in any courses offered by the Institute.
5. The decision taken by the Director on the deliberation of the Students Grievances Redressal Committee shall be final and binding on the applicants.

Appellate Authority: The Chairman of the MGIP will be Appellate Authority.



MAHATMA GANDHI INSTITUTE OF PHARMACY

Junabganj, Kanpur Road, Lucknow, Uttar Pradesh -227101

Proforma for filing complaint with the Students Grievance Redressal Cell

1. Name of the Student _____
2. Father's Name _____
3. Enrollment No. _____
4. Class & Semester _____
5. Course _____
6. Mobile No. _____
7. E Mail ID. _____
8. Details of Grievances

Comments of the Class Teacher

Signature:

(Name of the student)