



# KASHI INSTITUTE OF PHARMACY

Managed by: JAIN EDUCATION SOCIETY

E-mail: [info@kashiit.ac.in](mailto:info@kashiit.ac.in) Website: <https://kashiip.ac.in> ☎ 1800-123-321-123

## POLICY AND PROCEDURE GRIEVANCE REDRESSAL CELL

**Grievance Redressal Cell:** The Grievance Redressal Cell (GRC) seeks to investigate grievances from any student and take the appropriate action. Students can use the online grievance suggestion form to voice their complaints about any academic or non-academic issue on campus. Through the online grievance suggestion form, the instance seeks to resolve student grievances with the campus regarding specified academic and non-academic matters. Within a given timeframe, the institution attempts to resolve the complaints of the students.

**Objective:** To further develop the bond between students and the institution, the Grievance Redressal Cell was created to resolve issues from students and other stakeholders within a fair time frame. This is done by providing students with all the facilities they need to be satisfied and to maintain a convenient environment for academic teaching and learning.

### **Mechanism of the GRC:**

1. The Grievance Redressal Cell (GRC) will only take into account specific grievances from staff members and students on an individual basis.
2. No grievance that is collective in nature or that is brought up by multiple staff members or students will be taken into consideration by the GRC.
3. The cell will decide whether to proceed with an investigation and take prompt action after receiving the complaint application and evaluating the case's merits.
4. If necessary, the GRC can settle disputes between the complainant and the defendant against the allegation has been made.
5. Within a fair timeframe, GRC will consider complaints.
6. If necessary, the cell will look for advice from higher-ranking officials and report to the authorities on the cases it has handled.

### **Scope:**

- Students are free to file complaints regarding any related academic or non-academic issues.
- Prompt issuance of transfer certificates, duplicate mark sheets, certificates on additional examination, library materials and scholarship-related topics, including payments for hostel fees and other financial obligations.
- Some concerns regarding the state of hygiene, cleanliness, preparing food, transportation accessibility, instructor mistreatment, and other offensive behaviour.

### **Procedure for lodging complaint:**

- Students can use the website's online process to file a grievance.

### **Click here for lodging grievance**

- <https://erp.kitvrnsi.com/Submit-Grievance?title=Submit%20Grievance&fi=1126517243>
- Students are welcome to place their words in the suggestion/grievance box; if necessary, it can be anonymous.
- Cases that are forwarded with the required paperwork will be handled by the Grievance Cell.





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Ref. No.: Kashi IP/Office Order/2022-23/GRC/06

Date: - 27/07/2022

## OFFICE ORDER Grievance Redressal Cell

It is proposed to constitute the Grievance Redressal Cell (GRC) are notified by All India Council for Technical Education (Establish of Mechanism for Grievance Redressal) Regulation, 2012. The following faculty members are informed that they have been nominated as member for the academic session 2022-2023.

S.No	Name	Designation	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Dr. Vivek Keshari	Assistant Professor	Convener	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	9411219524
4.	Mr. Kamlesh singh	Assistant Professor	Member	8955046935
5.	Ms. Sneha Bharti	Assistant Professor	Member	8209147150



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2. Director Kashi IP
3. Registrar
4. HOD
5. Hostel Warden (Boys & Girls)
6. All Notice Board



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## MINUTES OF MEETING

The meeting of the Grievance cell held on 8th August, 2022 at 3.30 pm in the Director office.

### **Agenda:**

1. Review of previous meeting.
2. Planning for Grievance reported offline and online mode.
3. Hostel related grievances.
4. Proctorial related grievances.
5. Exam related grievances.
6. ICC related grievances.
7. Registrar office related grievances.
8. Others if any

### **Resolution:**

1. Proctorial and antiragging cell plan to maintain a discipline in campus.
2. Instructed to resolve at earliest to avoid inconvenience.

### **Member attended the meeting:**

S.No	Name	Designation	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Devendra Dubey	Assistant Professor	Member	9411219524
4.	Ms. Sneha Bharti	Assistant Professor	Member	8955046935
5.	Mrs. Sneha Yadav	Assistant Professor	Member	8957772496



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## MINUTES OF MEETING

The meeting of the Grievance Committee held on 4<sup>th</sup> February, 2023 at 3.30 pm in the Director office.

### **Agenda:**

1. Review of previous meeting.
2. Planning for Grievance reported offline and online mode.
3. Hostel related grievances.
4. Proctorial related grievances.
5. Exam related grievances.
6. ICC related grievances.
7. Registrar office related grievances.
8. Others if any

### **Resolution:**

1. Review on the previous grievances registered.
2. Discussion on the latest grievances as suggested during meeting.

### **Member attended the meeting:**

S.No	Name	Designation	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Devender Dubey	Assistant Professor	Member	9411219524
4.	Ms. Sneha Bharti	Assistant Professor	Member	8955046935
5.	Mrs. Sneha Yadav	Assistant Professor	Member	8957772496

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Ref: No. Kashi (IP) Office Order/2021-22/GRC/04

Date: 28.07.2021

## OFFICE ORDER

It is proposed to constitute the Grievance Redressal Cell (GRC) as notified by the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation, 2012. The following faculty members are informed that they have been nominated as member of GRC for the academic session 2021-22.

S.No	Name	Designation	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	7724869514
4.	Ms. Sneha Bharti	Assistant Professor	Member	8955046935
5.	Mrs Sweta Rai	Assistant Professor	Member	7415743382

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## MINUTES OF MEETING

The meeting of the Grievance Committee held on 3<sup>rd</sup> August, 2021 at 3.30 pm in the Director office.

### **Agenda:**

1. Review of previous meeting.
2. Planning for Grievance reported offline and online mode.
3. Hostel related grievances.
4. Proctorial related grievances.
5. Exam related grievances.
6. ICC related grievances.
7. Registrar office related grievances.
8. Others if any

### **Resolution:**

1. Antiragging committee state the rule and regulation to fresher.
2. Plan for smooth conduction of academic by resolving grievance.

### **Member attended the meeting:**

S.No	Name	Department	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	7724869514
4.	Ms. Sneha Bharti	Assistant Professor	Member	8955046935
5.	Mrs Sweta Rai	Assistant Professor	Member	7415743382



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## MINUTES OF MEETING

The meeting of the Grievance Committee held on 4<sup>th</sup> February, 2022 at 3.30 pm in the Director office.

### **Agenda:**

1. Review of previous meeting.
2. Planning for Grievance reported offline and online mode.
3. Hostel related grievances.
4. Proctorial related grievances.
5. Exam related grievances.
6. ICC related grievances.
7. Registrar office related grievances.
8. Others if any

### **Resolution:**

1. Grievances forwarded to respective committees/ cell.
2. Instructed to resolve at earliest to avoid any inconvenience.

### **Member attended the meeting:**

S.No	Name	Department	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	7724869514
4.	Ms. Sneha Bharti	Assistant Professor	Member	8955046935
5.	Mrs Sneha Yadav	Assistant Professor	Member	8957772496



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Ref: No. Kashi (IP) Office Order/2020-21/04

Date: 14.07.2020

## OFFICE ORDER

It is proposed to constitute the Grievance Redressal Cell (GRC) as notified by the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation, 2012. The following faculty members are informed that they have been nominated as member of GRC for the academic session 2020-21.

S.No	Name	Designation	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	7724869514
4.	Mrs Sweta Rai	Assistant Professor	Member	7415743382
5.	Mrs. Priyanka Singh	Assistant Professor	Member	8317087368



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## MINUTES OF MEETING

The meeting of the Grievance Committee held on 31<sup>st</sup> July, 2020 at 3.30 pm in the Director office.

### **Agenda:**

1. Review of previous meeting.
2. Planning for Grievance reported offline and online mode.
3. Hostel related grievances.
4. Proctorial related grievances.
5. Exam related grievances.
6. ICC related grievances.
7. Registrar office related grievances.
8. Others if any

### **Resolution:**

1. Respective committee/cell resolve the grievance discuss in the meeting
2. Regular visit to campus by Proctorial team to maintain discipline.

### **Member attended the meeting:**

S.No	Name	Designation	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	7724869514
4.	Mrs Sweta Rai	Assistant Professor	Member	7415743382
5.	Mrs. Priyanka Singh	Assistant Professor	Member	8317087368



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## MINUTES OF MEETING

The meeting of the Grievance Committee held on 3<sup>rd</sup> February, 2021 at 3.30 pm in the Director office.

### **Agenda:**

1. Review of previous meeting.
2. Planning for Grievance reported offline and online mode.
3. Hostel related grievances.
4. Proctorial related grievances.
5. Exam related grievances.
6. ICC related grievances.
7. Registrar office related grievances.
8. Others if any

### **Resolution:**

1. Instructed the student regarding I- card and uniform.
2. Aware the student for scholarship and different activities.

### **Member attended the meeting:**

S.No	Name	Department	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	7724869514
4.	Mrs Sweta Rai	Assistant Professor	Member	7415743382
5.	Mrs Sonali Saw	Assistant Professor	Member	6306288142



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Ref: No. Kashi (IP) Office Order/2019-20/GRC/10

Date: 10.07.2019

## OFFICE ORDER

It is proposed to constitute the Grievance Redressal Cell (GRC) as notified by the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation, 2012. The following faculty members are informed that they have been nominated as member of GRC for the academic session 2019-20.

S.No	Name	Designation	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	7724869514
4.	Mrs Sweta Rai	Assistant Professor	Member	7415743382
5.	Mrs. Priyanka Singh	Assistant Professor	Member	8317087368



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## MINUTES OF MEETING

The meeting of the Grievance Committee held on 26<sup>st</sup> July, 2019 at 3.30 pm in the Director office.

### **Agenda:**

1. Review of previous meeting.
2. Planning for Grievance reported offline and online mode.
3. Hostel related grievances.
4. Proctorial related grievances.
5. Exam related grievances.
6. ICC related grievances.
7. Registrar office related grievances.
8. Others if any

### **Resolution:**

1. Discuss the activities to be conducted for creating awareness among the student about the grievance.
2. Resolve the internet issue in the hostel.

### **Member attended the meeting:**

S.No	Name	Department	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	7724869514
4.	Mrs Sweta Rai	Assistant Professor	Member	7415743382
5.	Mrs. Priyanka Singh	Assistant Professor	Member	8317087368



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## MINUTES OF MEETING

The meeting of the Grievance Committee held on 8<sup>th</sup> February, 2020 at 3.30 pm in the Director office.

### **Agenda:**

1. Review of previous meeting.
2. Planning for Grievance reported offline and online mode.
3. Hostel related grievances.
4. Proctorial related grievances.
5. Exam related grievances.
6. ICC related grievances.
7. Registrar office related grievances.
8. Others if any

### **Resolution:**

1. Grievances forwarded to respective committees/ cell.
2. Instructed to resolve at earliest to avoid any inconvenience.

### **Member attended the meeting:**

S.No	Name	Department	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	7724869514
4.	Mrs Sweta Rai	Assistant Professor	Member	7415743382
5.	Mrs. Priyanka Singh	Assistant Professor	Member	8317087368



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Ref: No. Kashi (IP) Office Order/2018-19/10

Date: 05.08.2018

## OFFICE ORDER

It is proposed to constitute the Grievance Redressal Cell (GRC) as notified by the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation, 2012. The following faculty members are informed that they have been nominated as member of GRC for the academic session 2018-19.

S.No	Name	Designation	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	7724869514
4.	Mrs Sweta Rai	Assistant Professor	Member	7415743382
5.	Mrs. Sushma Chouhan	Assistant Professor	Member	6387884507



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## MINUTES OF MEETING

The meeting of the Grievance Committee held on 8<sup>th</sup> August, 2018 at 3.30 pm in the Director office.

### **Agenda:**

1. Review of previous meeting.
2. Planning for Grievance reported offline and online mode.
3. Hostel related grievances.
4. Proctorial related grievances.
5. Exam related grievances.
6. ICC related grievances.
7. Registrar office related grievances.
8. Others if any

### **Resolution:**

1. Hostel issue were resolved as per discussion in meeting.
2. Proctorial visit in campus to maintain discipline.

### **Member attended the meeting:**

S.No	Name	Department	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	7724869514
4.	Mrs Sweta Rai	Assistant Professor	Member	7415743382
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## MINUTES OF MEETING

The meeting of the Grievance Committee held on 11<sup>th</sup> February, 2019 at 3.30 pm in the Director office.

### **Agenda:**

1. Review of previous meeting.
2. Planning for Grievance reported offline and online mode.
3. Hostel related grievances.
4. Proctorial related grievances.
5. Exam related grievances.
6. ICC related grievances.
7. Registrar office related grievances.
8. Others if any

### **Resolution:**

1. Student must reach class on time.
2. Placement preparation conducted on department level..

### **Member attended the meeting:**

S.No	Name	Department	Responsibility	Contact No.
1.	Prof.(Dr.) Ashutosh Mishra	Director	Chairperson	9457246044
2.	Mr. Brijesh Singh	Assistant Professor	Member	8299520097
3.	Mr. Kumar Alok	Assistant Professor	Member	7724869514
4.	Mrs Sweta Rai	Assistant Professor	Member	7415743382
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