



VISHAL JUNNAR SEVA MANDAL'S

# VISHAL INSTITUTE OF PHARMACEUTICAL EDUCATION & RESEARCH

**Dr. S. L. Jadhav**  
Principal

Ale, Tal. Junnar, Dist. Pune-412411 | Contact No. : 9892376014 | E-mail : [vjsm.principal@gmail.com](mailto:vjsm.principal@gmail.com) | Website: [www.viperale.com](http://www.viperale.com)

P.C.I. Inst. Code : PCI-2620 | D.T.E. Inst. Code : 6361 | University I.D. No. : CPHP012670

**Proof related to mechanism for submission of online, offline  
students Grievances**



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## INDEX

| Sr. No. | Name of the Document                                              |
|---------|-------------------------------------------------------------------|
| 1.      | Mechanism for submission of student grievances (online & offline) |
| 2.      | Mechanism for redressal of student grievances(online & offline)   |

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ALE TAL-JUNNAR DIST-PUNE 412411





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## Grievances Submission Mechanism



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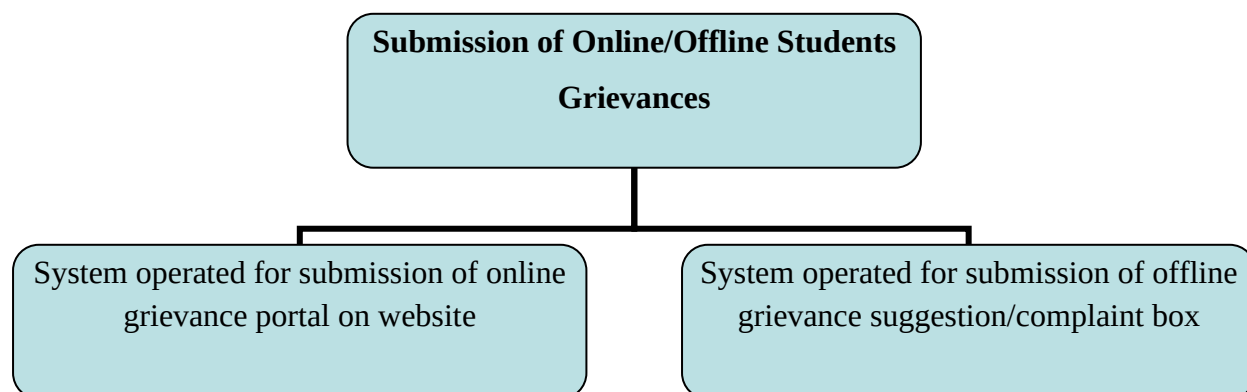
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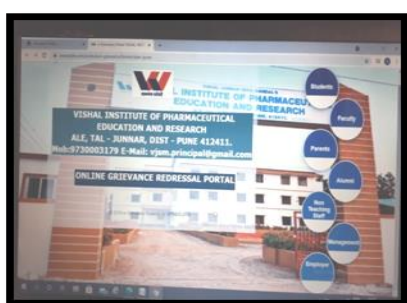
## Mechanism for submission of offline/online student grievances

The institute has a mechanism for submission of online/ offline students grievances. Any stake holder of the VIPER may lodge a complaint. Complaint should be made to grievance redressal committee through online grievance redressal portal or offline method through complaint box.

## Procedure for submission of online/offline students grievances



This screenshot shows e-Grievance Redressal Portal and complaint box





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## Grievances Redressal Mechanism



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The college is committed to provide safe and secure academic environment to the student .the college has zero tolerance policy against issue related to gender, sexual harassment and ragging. College provided fully safe **Shrimati Pratibhatai Shardchandra Pawar Ladies Hostel** to girls with occupancy 175. The Ladies Warden Is Appointed In Hostel.

Hostel Facilitating Large Airy Rooms, Hot Water, Water Purifier, Water Cooler, fitness center like Gymnasium, T. V. Room , Separate Reading Room , Complete Internet Connectivity Computers, Huge Dining Area, Shared Washroom, CC TV Cameras, Strict Supervision, News Paper, 24 Hrs Security System, Library,

College provide fully protected campus with compound wall and 24 hours checking by security guards at gate.

Every students and staff compulsory wear ID card issue by college. CCTV Camera Installed In The College And Hostel Premise. College provide separate common rooms for girls and boys. Sanitary napkins kept in separate area in girl common room with installed incinerator to burn used napkin, first aid box and suggestion box in rest room available for girl student. Sufficient number of toilets is available for the students.

College give counselling services to students to iron out their personal problems and stress on counselling centre. **Also arrange guest lectures and workshops on awareness through appropriate committee.**

There is compulsory regular check up of Girls Common Room and Hostel Specially Girls Common Room and Toilets.

**Internal complaint committee** has been constituted in the college under “sexual harassment of women at workplace (prevention, prohibition and redressal) act 2013. The committee act against the crime of sexual assaults .Complaint box placed in college premises and checked by every month follow up action is taken by **Grievance Redressal Committee** is working in college which redress student and staff grievances. **Anti-ragging committee** and **Anti-raging squad** is working in college for students against ragging.



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### **Mechanism Of Redressal**

#### **1. Offline mechanism**

Principal Fixed The Mechanism And Working Procedure Of Committee.



He Decided That Committee Member Should Ensure The Routine Checkups Of Complaint Box Within 15 Days Which Installed In Premises.



If Any Complaint Is Received committee members Should Submitt the complaint To Secretary Of Committee.



All Committee Member Will Review The Complaint and Action Taken Report Should Be Made By in charge person, As Per Committee Decision Within A Week.



After Detailed Enquiry and Proper Discussion Committee Will Submit Its Report/Recommendation To The Principal.



Resolved the Complaint After Proper Discussion With Both Parties, If Its Severe The Required Punishment Is Given To Victim.



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## 2. Online mechanism:

College has e-Grievance Redressal Portal through vmedulife app and A complaint box availability on college website for students, parents, faculty, alumni, non teaching staff and management can effectively redress their complaints by putting name, email, mobile no. and complaint and finally submit will be handled by institute management.

After receiving online complaint



The concerned in charge person will attend the grievance promptly and effectively.



Once the complaint is redressed properly and appropriate action is taken, the respective in charge person sends reply to the complainant.



The complaints redressed will be shown as closed.



The complainants can reopen the case if they are not satisfied with solution or action taken on their grievance.

This screenshot shows e-Grievance Redressal Portal and complaint box

