



Pune District Education Association's

College of Ayurved & Research Centre

(I.D.No. P.U./P.N./AYU./081/1990)

Sector No. 25, Pradhikaran, Nigdi, Pune-411 044 (Maharashtra State), India.

Phone - 020 - 27653965 / 27659578, Fax :- 020 - 27659578, Website - www.pdeaayurvedcollege.edu.in

E-mail - carc2006@rediffmail.com / carcakurdi@gmail.com Outlook- acrc_akurdi@pdeapune.org



Composition of College Grievance Redressal Committee

Amendment on 01/04/2026

Sr.No.	Name	Designation	Position
1	Dr. Ragini Patil	Principal	Chairman
2	Dr Milind Mokashi	Vice Principal	Member
3	Dr. Meenal Lad	H.O.D. and Professor of Dravyaguna Department	Member
4	Dr. Madhavi Banarase	H.O.D. and Professor of Shalyatantra Department	Member
5	Dr. Yogita Jamdade	H.O.D. and Professor of Samhita Siddhanta and the Sanskrit Department	Member
6	Mrs. Hema Kadam	Personal Asst. or Personal Secretary to Principal	Member (non-teaching)
7	Dr. Sangita Thombre	Associate Professor	Coordinator




Principal
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Strategic Plan of College Grievance Redressal Committee

Introduction

The Committee came into existence in the year 2018 in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23, 2013). According to UGC guidelines, "College Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a college. The function of the Committee is to look into the objection raised by any student or staff member and follow the grievance procedure in accordance with the rules and regulations decided by the College. The College Grievance Redressal Committee strives to solve students' academic and exam-related problems, and at the same time deals with the problems faced by staff. The College Grievance Redressal Committee recognizes and analyses the nature and pattern of the grievances in a strictly confidential manner. In all cases, the aggrieved student/ staff member was informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same.

Objectives of Grievance Committee

- To support those students/ staff members who have been deprived of the services offered by the College, for he/she is entitled.
- To make officials of the College responsive, accountable, and courteous in dealing with the students.
- To ensure effective solutions to the student's grievances with an impartial and fair approach
- To co-ordinate between students, teachers & administration to redress grievances.
- To guide ways and means to the staff & students to redress their problems.

Inclusion-

- Any kind of mental or physical harassment complaints regarding classroom management, classroom teaching, teaching methods, completion of syllabus, etc., if and when they arise
- Certain misgivings about essential amenities, preparation of food, accessibility of transport, and victimization by teachers.
- If staff members inward a complaint directly in the office, it will be considered under the grievance and will be taken for discussion in the grievance meeting.





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- Any matter of copying during the exam will be considered unfair and reported to the exam committee. Any complaints against an exam committee decision regarding unfair actions shall be included in the grievance.
- Delay in the conduct of examinations or declaration of results beyond the specified schedule in the academic calendar.
- Nontransparent or unfair evaluation practices.
- Internal evaluation and assessment marking.

Exclusion –

- Writing a complaint without a name will not be considered a grievance.
- Irregularity in the admission process adopted by the institution as per guidelines of authority.
- Refusing admission in accordance with the declared admission policy of the institution.
- Withhold or refuse to return any document in the form of certificates of degree, diploma, or any other award or other document deposited with it by a student for the purpose of seeking admission in such institution, to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue.
- Demand of money in excess of that specified in the declared admission policy to be charged by such institution.
- Nonpayment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by the University Grants Commission, or by any other authority.
- The College Grievance Redressal Committee shall not consider any grievance of general applicability or of collective nature raised collectively by more than one employee/student.
- Decisions of the academic council / Board of studies and other academic /administrative committees constituted by the college.
- Decisions made by the college under discipline rules and misconduct.
- Issues related to ragging.
- Sexual harassment-related specific issues.





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Rules according to UGC

In the case of colleges, all complaints shall first be addressed to College Grievance Redressal Committee (CGRC) whose composition shall be as follows

- Principal- Chairman
 - Coordinator
 - Member (teaching)
 - Member (non-teaching staff representative)
- The tenure of the members shall be two years.
 - The quorum for the meeting shall be three.
 - The CGRC shall follow the principles of natural justice while considering the grievances of the students.

Method for the implementation of the committee

- A box marked 'Complaint Box' is placed on the ground floor near the college office, near the UG library, and outside the Boys and Girls Hostel.
- Every day, a designated person will check the complaint box from the outside. Every week, on Friday, the box will be opened. An authorised individual will stamp and display the date seal for record-keeping when the box is opened. If Friday is a holiday, the complaint box will be opened on the next working day. The box will be opened that same day if any paper or evidence of a complaint is seen from the exterior during the daily inspection.
- In addition, an online grievance platform has been launched. When the new BAMS batch begins, students are made aware of the College Grievance Redressal Committee.
- The appointed person will review online complaints regularly, and if any problems are discovered, the report will be submitted to the office.
- The list of committee members and contact number are displayed on a Flex board that is situated next to the classroom.
- The committee will deal with all genuine grievances of the students as well as the staff of the college.
- The committee will meet at least once every six months to conduct the meeting if no grievance is initiated.
- Confidentiality and privacy will be maintained while handling the case. The Grievance Committee will act upon those cases that have been forwarded, along with the necessary documents.





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Procedure

- Written complaints must be submitted in the complaint box, with the name, date, class, and any other relevant information regarding identity written on paper.
- The complaints will be taken into consideration after the box is opened, which will be inspected outside every day. After that application will be inward to the college office.
- The notice will be given to all grievance members for the meeting.
- First, all members will hear the matter from the complainants and defendants (a person against whom a complaint was received)
- Then, after hearing all the matters from both sides, only the Grievance Committee members will discuss the matter.
- The final report based on the grievance received and resolved will be submitted to the principal.
- Within 15 days, the staff and students will be informed of the next course of action. The committee chairperson's decision will be final.
- A grievance can be submitted online by filling out a form on the college's official website, entering personal details, complaint information and submitting it electronically. After submission, an allotted official staff member will inward the hard copy of the grievance in the office. Thereafter, the process for resolving the grievance will be the same as mentioned above.

Scope-

Responsibility of the chairman

1. To approve or to change the policy of the grievance Redressal system
2. To grant the final resolution of grievances.
3. Periodic review to improve the effectiveness of the grievance Redressal system

Responsibility of the coordinator of the Grievance Committee

1. To study and make the Grievance Committee policy and revise it as necessary.
2. Coordinate with all other team members.
3. If any complaints or Grievances are observed, it should inform the committee and





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arrange the meeting within 7 days.

4. To conduct meetings of the Grievance Committee when required or call a meeting at least once in six months if no grievance will be initiated.
5. Make documentation of minutes of meetings after each meeting and if no grievance is found in a whole year, then the report should be written as Nil.
6. To work as per UGC, State Government, and MUHS guidelines.
7. To convey the decision of the committee in writing to the complainant.

Responsibility Member of the Grievance Committee

1. To investigate the complaints lodged by any student and judge its merit.
2. To enquire and analyze the nature and pattern of the grievances in a strictly confidential manner and to take prompt action on any grievances.
3. To co-ordinate between students and departments/sections to redress grievances.
4. To guide ways and means to the students to redress their problems.
5. To ensure effective solutions to the student's grievances with an impartial and fair approach.
6. To work as per UGC, State Government, and MUHS guidelines.




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College Grievance Redressal Committee

Achievement

➤ **Achieved Transparency and Confidentiality:** Successfully maintained transparency while resolving grievances, ensuring confidentiality for staff and students.

➤ **Policy and System Improvement:**

Based on the nature of grievances received, the committee introduced an online complaint submission system to make the grievance redressal process more accessible, transparent, and efficient.

➤ **Ensured Timely Grievance Resolution:** Effectively resolved grievance cases within set timelines, promptly addressing staff and students' concerns.

➤ **Improved Institutional Harmony:**

The grievance committee helped improve harmony within the institution by fostering better relationships between the administration and members, thereby reducing tension and misunderstandings.




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