

!!जय श्रीनाथ बाबा!!

!!जय माँ गुरु!!

!!जय बाबा कीर्तिनाथ!!

Email : babaramdalpharmacycollege@gmail.com

D. Pharm College Code : 4071

B. Pharm College Code : 1001

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Affiliated with AICTE, PCI New Delhi, AKTU and BTEUP Lucknow

BABA RAMDAL SURAJDEV PHARMACY COLLEGE

Patna, Rasra Ballia (UP)

Reg : BRS RC / 25-26 / 765

Date : 14/06/2026

STUDENT GRIEVANCE REDRESSAL COMMITTEE (As per Pharmacy Council of India Guidelines)

1. Objective

The Student Grievance Redressal Committee is constituted to address and resolve the grievances of students related to academic, administrative, and other matters in a fair, transparent, and time-bound manner as per PCI norms.

2. Constitution of the Committee

S. No.	Name	Designation	Position in Committee	Contact No.
1	Dr. Sriniwas Pandey	Principal	Chairperson	8881281111
2	Mr. Kamlesh Maurya	Assist. Professor	Member	9205853908
3	Mr. Gajendra Singh	Assist. Professor	Member	9169381101
4	Mr. Prashant Pandey	Administrative Officer	Member	9119971533
5	Mr. Satyam singh	Student Representative	Member	9721115321
6	Ms. Rishu Yadav	Student Representative	Member	8299261471
7	Mr. Nikesh singh	Counselor	Member	9415931285

3. Types of Grievances Covered

- *Academic issues (teaching, evaluation, attendance)
- *Examination-related problems
- *Infrastructure and facilities
- *Harassment or discrimination
- *Fee-related concerns
- *Any other student-related issues

4. Functions of the Committee

- *To receive and review complaints from students
- *To ensure confidentiality and fairness in handling grievances
- *To conduct inquiry and recommend appropriate action
- *To resolve grievances within a stipulated time frame (usually 7-15 days)
- *To maintain records of complaints and actions taken


PRINCIPAL
BABA RAMDAL SURAJDEV PHARMACY COLLEGE
PATNA, KANSO-BALLIA

5. Procedure for Submission of Grievance

Students can submit grievances:

- *In written form to the committee
- *Through suggestion/complaint box
- *Via official email

Complaint must include:

- *Name (optional for sensitive cases)
- *Course & Year
- *Description of grievance

6. Redressal Mechanism

- *Grievance will be acknowledged within 2–3 working days
- *Committee will investigate the matter
- *Hearing may be conducted if required
- *Final decision will be communicated to the student
- *Appeal can be made to the Principal if not satisfied

7. Meeting Frequency

- *The committee shall meet once every month or as and when required in urgent cases.

8. Record Maintenance

- *Proper records of grievances, proceedings, and actions taken shall be maintained for inspection by PCI and other regulatory authorities.

9. Display and Awareness

- *Details of the committee shall be displayed on the college notice board and website
- *Students shall be informed during orientation programs

10. Approval

- *This committee is constituted with the approval of the Head of the Institution and shall function as per PCI norms.


(Principal)
Baba Ramdas Surandev Pharmacy College
Date: _____
Place: PATNA, KANSO-BALLIA