



Ref. No. NGICOP/08/2025/044

Date: 12/07/25

GRIEVANCE REDRESSAL CELL

GRIEVANCE REDRESSAL CELL

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is indented to find solutions for problems like Sexual harassment – any kind of physical or mental harassment, Complaints regarding class room teaching – Class room management, completion of syllabus, teaching methods etc, If and when they arise. The Grievance Redressal Cell convenes meetings periodically and takes steps to redress the grievance.

COMPOSITION:

The Grievance Redressal Cell of the college generally is having the provision of staff as its member and the Director as the chairman. The cell is having the provision of being reconstituted every year if the situation arises for so himself by the Director along with suggestions sought from the in-charge administrative body. Care is taken to select staff members from each stream.

Institute Level Grievance Redressal Committee (Revised):

S. No.	Member Name	Designation	Position	Contact No.	Email- id
1	Dr. Yogesh Bhoomia	Director General	Patron	9897008945	directorgeneral@neelkanth.edu.in
2	Dr. Bhupendrasingh	Director	Chairman	9805229169	director.pharmacy@neelkanth.edu.in
3	Dr. Geetanjali Saini	Professor	Member	8264401169	geetajalisaini81@gmail.com
4	Mrs. Priyanka Goyal	Asso. Prof.	Member	8266996151	priyankasgoyal91@gmil.com
5	Mr. Avinash Ruhella	Librarian	Member	9458286939	avinashruhela@gmail.com
6	Mr. Arun Rana	Accountant	Member	9719370600	arunranangi@gmail.com

Address :
NH-58, Near SVBP Agriculture University,
Modipuram, Meerut - 250110 (UP) India

TEL : 0121 - 2575185 / 86
FAX : 0121 - 2575187
EMAIL : ngicop2018@gmail.com

www.ngipharmacy.com

OBJECTIVES:

The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the Institute. The objectives of the Grievance Redressal Cell are:

1. To develop an organizational framework to resolve Grievances of Students and other stakeholders
2. To provide the Students access to immediate, hassle free recourse to have their Grievances redressed
3. To enlighten the Students on their duties and responsibilities to access benefits due under the policies
4. To establish structured interactions with Students to elicit information on their expectations
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy

RESPONSIBILITIES:

1. The final responsibility for Grievance Redressal rests with the Director of the College.
2. The College expects that Grievance Redressal be time bound and result oriented. Every Grievance is expected to be resolved within a maximum period of fifteen working days.
3. The Grievance Redressal Cell of the college shall monitor status and progress of Grievance Redressal and shall furnish quarterly report on Grievance Redressal position to the Director.

PURPOSE:

The Grievance Redressal cell of the college functions with the following purposes

- To ensure a democratic environment in the campus,
- To acquaint all the teacher-trainees about their rights and duties,
- To solve the various personal and educational related grievances of the teacher-trainees,

- To make the institution student friendly, and
- To ensure the qualitative as well as quantitative development of the institution through the grievance and Redressal cell.

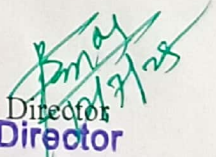
FUNCTIONS:

1. To make all necessary arrangements for receiving representations/ complaints/ grievances from students relating to general administration, examination and evaluation and any other problems relating to the functioning of a student in the college.
2. To examine the grievances
3. To make necessary recommendations to the Director
4. To hand over the grievances relating to examination and evaluation to the Registrar (Evaluation)

To do all such things as may be assigned by the Director.

POWERS:

- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.
- In case the members fail to find out any solution then the matter is referred to the Director for final comment on the matter.
- Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved. If anybody is found to be guilty for any kind of nuisance he or she is given punishment with due consideration with the Director. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.


Director
Director
NGI College of Pharmac
Meerut