



Sanjeevani Multipurpose Foundation's  
**Dr. Deepak Patil Ayurvedic Medical College & Research Center**

Borpadale Phata (Nebapur), Kolhapur-Ratnagiri Road, Tal- Panhala, Dist. Kolhapur, Pin - 416213, Maharashtra State, India.  
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Recognized By Central Council of Indian Medicine, New Delhi & Govt. of India, Ministry of Health & Family Welfare. Department of AYUSH, New Delhi & Govt. of Maharashtra, Medical Education & Medicine Dept.  
Affiliated to Maharashtra University Of Health Sciences, Nashik.

## Grievance Redressal Cell

### 1. Introduction:

The Grievance Redressal Cell at Dr. Deepak Patil Ayurvedic Medical College and Research Centre has been established to provide a platform for addressing grievances, complaints, and suggestions from students, faculty, staff, and other stakeholders within the institution. The objective of the Grievance Redressal Cell is to ensure that the concerns of all individuals are heard and resolved in a fair, prompt, and transparent manner. The cell aims to maintain a harmonious academic and administrative environment within the institution by effectively addressing grievances in a structured and systematic way.

### 2. Aims and Objectives of the Committee:

The main aims and objectives of the Grievance Redressal Cell are as follows:

- To provide a platform for students, staff, and other stakeholders to voice their grievances and concerns.
- To address grievances related to academic, administrative, infrastructure, and other institutional aspects in a timely manner.
- To ensure a fair and impartial process in resolving grievances.
- To maintain a peaceful and conducive academic environment by resolving conflicts effectively.
- To make suggestions for improvement based on the complaints and feedback received.
- To promote a transparent and accountable process for grievance handling.
- To monitor the progress of grievance redressal and maintain records of actions taken and outcomes.

### 3. Vision and Mission of the Committee:

#### Vision:

To create an institution where students, faculty, and staff feel heard, valued, and respected, ensuring their grievances are addressed in a fair, transparent, and timely manner, thereby contributing to the overall development of the college and its stakeholders.

#### Mission:

To provide an efficient and structured grievance redressal mechanism that resolves complaints and suggestions promptly and effectively, upholding the principles of fairness, justice, and transparency, while enhancing the overall institutional environment.





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### 4. Members and Structure of the Committee:

The Grievance Redressal Cell shall consist of the following members:

#### **1. Chairperson:**

The Principal of the institution or any senior faculty member appointed by the Principal.

#### **2. Faculty Representatives:**

Two faculty members (one from teaching and one from non-teaching staff) selected by the faculty members.

#### **3. Student Representative:**

A student representative from each academic year (selected by students through a democratic process).

#### **4. Administrative Member:**

A senior administrative officer, such as the Registrar or Administrative Head, who will ensure the smooth functioning of the committee.

#### **5. Member Secretary:**

A faculty member or staff member, usually appointed by the Principal, responsible for maintaining records, minutes of meetings, and correspondence.

#### **Additional Members (if required):**

Experts or external members can be invited on a case-by-case basis for specific grievances.

### 5. Roles and Functions of the Committee:

The Grievance Redressal Cell shall perform the following roles and functions:

#### **5.1 Complaint Handling:**

The Grievance Redressal Cell will receive complaints through a complaint box system, direct communication (email, phone, etc.), or written submissions. The cell will ensure all complaints are addressed promptly.

#### **5.2 Investigation and Resolution:**

The committee will investigate the nature of the grievance and take appropriate action, either through internal discussions or by involving relevant departments, faculty, or administrative bodies.

#### **5.3 Periodic Review:**

The cell will periodically review the progress of pending grievances and ensure timely resolution, maintaining detailed records for accountability.





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### 5.4 Confidentiality:

All complaints will be treated with confidentiality to avoid any undue pressure on the complainants or respondents.

### 5.5 Record Keeping:

The committee will maintain a comprehensive record of complaints, actions taken, and the outcomes, ensuring full transparency and accountability.

### 5.6 Suggestions for Improvement:

The committee will analyze patterns in the grievances received and suggest institutional improvements to reduce recurring issues and promote a positive environment.

### 5.7 Promotion of Awareness:

The committee will conduct awareness campaigns for students, staff, and faculty to inform them of the grievance redressal process, thereby encouraging proactive participation.

## 6. Complaint and Suggestion Box Procedure:

### Placement of Boxes:

Complaint and suggestion boxes will be installed in prominent and easily accessible areas of the institution, such as the administrative office, library, common areas, and hostels.

### Labeling and Dates:

Each box will be appropriately labeled with the title "Complaint/Suggestion Box" and will display the date and time of the next scheduled opening for transparency.

### Periodic Opening:

The Grievance Redressal Committee will open the boxes at regular intervals, as scheduled, and review all complaints or suggestions received during that period.

## 7. Expected Outcomes from the Committee's Work:

The primary expected outcomes of the Grievance Redressal Cell's activities include:

### Timely Resolution of Complaints:

Ensuring that complaints are addressed in a timely and efficient manner to maintain trust in the institution.

### Improved Institutional Environment:

Enhancing the overall working and academic environment by identifying and addressing issues that could impact the well-being of stakeholders.

### Increased Stakeholder Satisfaction:

Achieving higher levels of satisfaction among students, staff, and faculty through transparent grievance redressal processes.





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### Policy and Process Improvement:

Identifying systemic issues and suggesting improvements to policies, processes, and institutional infrastructure to reduce grievances in the future.

### Documentation of Outcomes:

Maintaining a detailed record of complaints, actions taken, and outcomes to monitor the effectiveness of the grievance redressal system.

### 8. Policy for Grievance Handling:

#### Complaint Submission:

Grievances can be submitted through the complaint boxes, email, or direct communication with the committee.

#### Review Process:

Complaints will be reviewed by the committee within a specific timeframe (e.g., 7 working days) and an action plan will be devised.

#### Resolution Timeline:

Each grievance will be addressed within 15-30 working days, depending on the complexity of the issue.

#### Follow-up:

Follow-up actions will be taken to ensure that the grievance is resolved satisfactorily, and feedback will be obtained from the complainant.

### 9. Conclusion:

The Grievance Redressal Cell at Dr. Deepak Patil Ayurvedic Medical College and Research Centre plays a pivotal role in maintaining a transparent, accountable, and supportive environment for students, faculty, and staff. By adhering to the outlined procedures and objectives, the cell will contribute to the overall welfare of the institution and ensure that grievances are addressed in a timely and fair manner, thereby fostering a positive and productive academic atmosphere.

Date of Formation:

Approved by: Dr. Nitin Tatpuje, Principal, DPAMC, Borpadale

Signature of the Managing Director

M. D.

Sanjeevani Multipurpose Foundation  
Borpadale Phata, (Nebapur), Tal. Panhala  
Dist. Kolhapur, Pin Code - 416 213

Principal

Dr. Deepak Patil Ayurvedic Medical College  
& Research Center Borpadale Phata, Tal. Panhala,  
Dist. Kolhapur-416 213.





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### Grievance Redressal Cell Members

|    |                         |  |
|----|-------------------------|--|
| 1. | <b>Chairman</b>         | Dr. Nitin Tatpuje, Principal, DPAMC, Borpadale     |
| 2. | <b>Members</b>          | Dr. Sameer Jamadar                                 |
|    |                         | Mr. Pravin Patil                                   |
|    |                         | CR- 1 <sup>st</sup> BAMS - Mr. Ajay Palkar         |
|    |                         | CR- 2 <sup>nd</sup> BAMS- Mr. Ajay Awate           |
|    |                         | CR- 4 <sup>th</sup> BAMS -Miss Dnyaneshwari Kaware |
|    |                         | GS- Miss Suryamala Patil                           |
| 3. | <b>Member Secretary</b> | Mr. Uttam Nangare                                  |
|    |                         | Dr. Namrata Mane                                   |

  
**Principal**  
Dr. Deepak Patil Ayurvedic Medical College  
& Research Center Borpadale Phata, Tal. Panhala  
Dist. Kolhapur-416 213.