



# GURU NANAK INSTITUTE OF PHARMACEUTICAL SCIENCE AND TECHNOLOGY (GNIPST)

*A JIS Group Educational Initiative*  
157/F, Nilgunj Road, Sodepur, Kolkata – 700114, West Bengal  
Approved by PCI | Accredited by NAAC & NBA | Affiliated to MAKAUT, Kolkata

## GRIEVANCE REDRESSAL POLICY

### For Students and Employees

*In compliance with the UGC (Redressal of Grievances of Students) Regulations, 2023 and applicable PCI guidelines*

#### *An Institutional Policy Document*

|                              |                                                                                                                                     |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>Document Title</b>        | Grievance Redressal Policy                                                                                                          |
| <b>Applicable To</b>         | All students and employees (teaching, non-teaching and contractual) of GNIPST                                                       |
| <b>Governing Regulations</b> | UGC (Redressal of Grievances of Students) Regulations, 2023; AICTE Grievance Redressal guidelines; applicable PCI/MAKAUT provisions |
| <b>Document Owner</b>        | Students' Grievance Redressal Committee (SGRC) & Human Resources Department, GNIPST                                                 |
| <b>Approving Authority</b>   | Governing Body / Director, GNIPST, on behalf of the Guru Nanak Education Trust and JIS Group                                        |
| <b>Version</b>               | 1.0                                                                                                                                 |
| <b>Effective Date</b>        | 2010                                                                                                                                |

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## 1. PREAMBLE

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Guru Nanak Institute of Pharmaceutical Science and Technology (“GNIPST” or the “Institute”), a JIS Group Educational Initiative established under the Guru Nanak Education Trust, is committed to providing a fair, transparent and time-bound mechanism for the redressal of grievances of its students and employees. This Grievance Redressal Policy (“the Policy”) has been framed in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, applicable AICTE guidelines, and directions of the Pharmacy Council of India (PCI) and MAKAUT, and has been benchmarked against grievance redressal frameworks followed across other JIS Group institutions and comparable universities.

A robust grievance redressal system is fundamental to the relationship of trust between the Institute and its stakeholders. This Policy seeks to ensure that no student or employee remains without recourse when a genuine grievance arises.

## 2. OBJECTIVES

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- To provide students and employees a simple, accessible and confidential mechanism to raise grievances.
- To ensure grievances are resolved fairly, impartially and within a defined timeframe.
- To protect complainants from victimisation or retaliation for raising a grievance in good faith.
- To identify and address systemic issues that give rise to recurring grievances.
- To comply with UGC, AICTE and PCI regulatory requirements on grievance redressal.

## 3. DEFINITION OF GRIEVANCE

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For the purposes of this Policy, a “grievance” means any complaint relating to, including but not limited to:

- Academic matters: admissions, evaluation, examinations, results, attendance, scholarships, teaching quality, or supervision.
- Administrative matters: fee refunds, certificates, hostel allotment, transport, library, or other institutional services.
- Harassment or discrimination not covered under the separate Anti-Ragging Policy or POSH/ICC mechanism (which shall continue to be governed by their respective dedicated policies).
- Service matters for employees: appointment, promotion, service conditions, leave, salary, or performance evaluation.
- Victimisation or unfair treatment by faculty, staff, or fellow students/colleagues.
- Any other matter causing genuine hardship where the complainant believes they have been treated unfairly by the Institute or its representatives.

Matters involving ragging, sexual harassment, or criminal offences shall be redirected to the Anti-Ragging Committee or Internal Complaints Committee (ICC) respectively, and shall not be processed under this general Policy.

## 4. GUIDING PRINCIPLES

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**4.1 Accessibility** — Every student and employee shall have easy access to the grievance redressal mechanism, without procedural complexity.

**4.2 Confidentiality** — Grievances shall be handled with due confidentiality, and information shall be shared only on a need-to-know basis.

**4.3 Impartiality** — Grievances shall be examined objectively, without bias, and the person against whom a grievance is raised shall be given a fair opportunity to respond.

**4.4 Timeliness** — Grievances shall be resolved within the timelines prescribed in this Policy, consistent with UGC's mandated maximum resolution period.

**4.5 Non-Retaliation** — No student or employee shall face adverse consequences for raising a grievance in good faith.

## 5. INSTITUTIONAL MECHANISM

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**5.1 Students' Grievance Redressal Committee (SGRC)** — Constituted in accordance with the UGC (Redressal of Grievances of Students) Regulations, 2023, comprising the Head of the Institution/nominee as Chairperson, senior faculty members, and at least one woman member, to receive and resolve student grievances at the institutional level.

**5.2 Department-Level Grievance Cell** — Each department may designate a faculty coordinator to receive and attempt first-level resolution of routine academic grievances before escalation to the SGRC.

**5.3 Ombudsperson** — Where required under UGC Regulations or the affiliating University's framework, an Ombudsperson (a retired judge or senior academic of eminence, unconnected with the Institute) shall be designated to hear appeals against SGRC decisions.

**5.4 Employee Grievance Committee** — Constituted by the Human Resources Department to receive and resolve grievances raised by teaching, non-teaching and contractual employees regarding service matters and workplace concerns.

**5.5 Internal Complaints Committee (ICC) / Anti-Ragging Committee** — Grievances involving sexual harassment or ragging shall be referred to these dedicated committees, which operate under their own statutory procedures.

## 6. MODES OF FILING A GRIEVANCE

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- Written complaint submitted to the SGRC / Employee Grievance Committee, in the prescribed format (Annexure A).
- Grievance/suggestion boxes placed at accessible locations across the campus.
- Institute email address designated for grievances (to be notified by the Academic Office/HR).
- Online grievance portal, where made available by the Institute or the affiliating University.
- In person, to the departmental coordinator, SGRC Chairperson, or HR representative, for matters requiring urgent attention.

## 7. PROCEDURE FOR REDRESSAL

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**Step 1 — Informal Resolution:** Wherever appropriate, the complainant is encouraged to first raise the matter informally with the concerned faculty/department/supervisor for prompt resolution.

**Step 2 — Formal Submission:** If unresolved, or where the matter is serious, the complainant shall submit a written grievance to the SGRC (for students) or Employee Grievance Committee (for employees), with relevant supporting documents.

**Step 3 — Acknowledgement:** The Committee shall acknowledge receipt of the grievance within 3 working days.

**Step 4 — Inquiry:** The Committee shall examine the grievance, seek responses from the concerned parties, and may call the complainant and respondent for a hearing, ensuring principles of natural justice.

**Step 5 — Resolution:** The Committee shall communicate its decision/resolution to the complainant, ordinarily within 30 days, and in no case exceeding the maximum period of 60 days prescribed under UGC Regulations, 2023.

**Step 6 — Appeal:** A complainant dissatisfied with the SGRC/Employee Grievance Committee's decision may appeal to the Ombudsperson (for students, as applicable) or to the Director/Governing Body (for employees), within 15 days of receiving the decision.

## 8. CONFIDENTIALITY AND PROTECTION AGAINST RETALIATION

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The identity of the complainant and the details of the grievance shall be kept confidential to the extent possible, disclosed only to those directly involved in the resolution process. Any act of retaliation, victimisation, or adverse action against a complainant or witness for raising a grievance in good faith shall itself be treated as misconduct under the applicable Code of Conduct and shall attract disciplinary action.

## 9. FALSE OR FRIVOLOUS COMPLAINTS

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While the Institute encourages open reporting, any grievance found, after due inquiry, to be false, frivolous, or made with malicious intent to harm another person's reputation, may itself result in disciplinary action against the complainant.

## 10. RECORD-KEEPING AND REPORTING

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- The SGRC and Employee Grievance Committee shall maintain a register of all grievances received, action taken, and outcomes.
- A periodic report on the status of grievances shall be placed before the Governing Body of the Institute.
- Where required, compliance reports shall be submitted to MAKAUT, AICTE, PCI and the UGC in the prescribed format.

## 11. AMENDMENT AND REVIEW

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This Policy shall be reviewed periodically by the SGRC and Human Resources Department in consultation with the Governing Body of GNIPST, and shall be updated to remain consistent with any amendments to UGC/AICTE/PCI regulations or policy updates issued across JIS Group institutions. The Institute reserves the right to amend this Policy at any time, with due notice.

## 12. KEY CONTACTS

|                                          |                                                                                                                                                      |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SGRC Chairperson</b>                  | [Name / Designation — to be filled by Academic Office]                                                                                               |
| <b>Grievance Email (Students)</b>        | [grievance@gnipst.ac.in — to be confirmed]                                                                                                           |
| <b>Employee Grievance Committee (HR)</b> | [Name / Contact — to be filled by HR]                                                                                                                |
| <b>Ombudsperson</b>                      | [Name / Contact — to be filled by Academic Office, as per UGC Regulations 2023]                                                                      |
| <b>UGC Regulations Reference</b>         | University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 — available at <a href="http://www.ugc.ac.in">www.ugc.ac.in</a> |

## ANNEXURE A: GRIEVANCE SUBMISSION FORM

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| <b>Name:</b><br><br><b>Category (Student/Employee):</b><br><br><b>Programme/Department &amp; Roll No. / Employee ID:</b><br><br><b>Contact Number / Email:</b> | <b>Nature of Grievance:</b><br><br><b>Detailed Description (attach separate sheet if needed):</b><br><br><b>Signature &amp; Date:</b> |
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