



Shri Vile Parle Kelavani Mandal's  
**Dr. Bhanubhen Nanavati College of Pharmacy**

Gate No. 1, Mithibai College Campus, First Floor, V.M. Road, Vile Parle (W), Mumbai- 400 056  
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## **Mechanism of Grievance Redressal Process**

### **Step 1 – Immediate Senior**

1. In step 1, the student must discuss his/her grievance with the class teacher in case of a grievance.
2. The class teacher must try and solve the problem within three working days and inform the student.
3. If the outcome is unsatisfactory, She/he may proceed to Step 2.

### **Step 2 – Department / Organization Head**

1. The student, faculty, non-teaching and office staff is required to write his/her grievance as an official letter and presents it to the HOD/Head of the institution.
2. The authorities will solve the problem within three working days and inform the student.
3. If the student/ employee is not satisfied with the outcome, she/he may proceed to step 3.

### **Step 3 - Grievance Hearing**

1. The matter is referred to the Director(s)/Management by handing over the grievance form along with other relevant written information.
2. Management shall convene a grievance hearing and attempt to resolve the matter within a period of ten working days. The decision of Management shall be final.

**All of the cases are resolved at the HOD level.**

**In last five years no case has been referred to grievance committee of the institute by students.**

**Frequency of meeting: As and when required.**



  
Principal  
SVKM's  
DR. BHANUBHEN NANAVATI  
COLLEGE OF PHARMACY,  
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Mumbai-400 056.

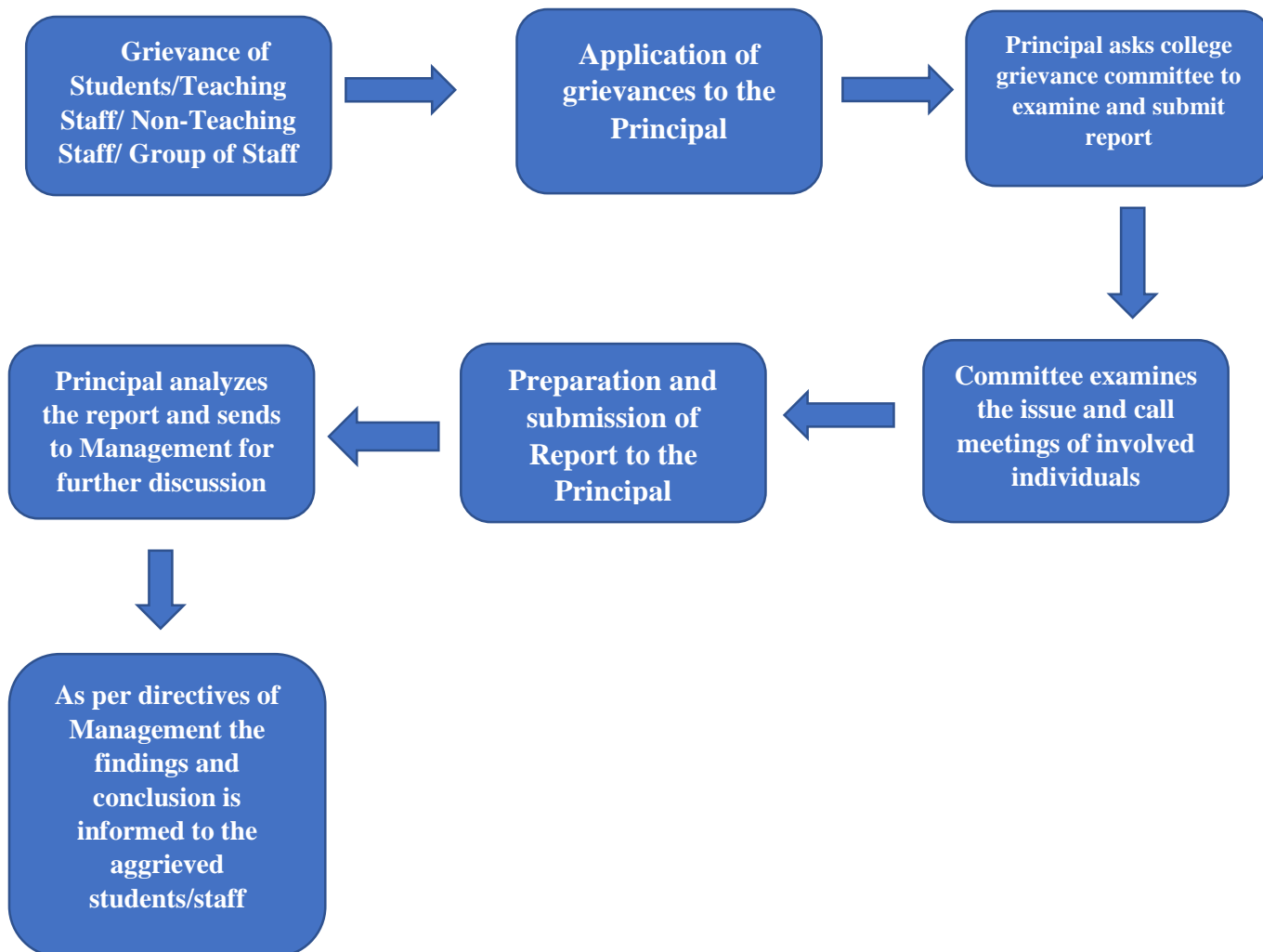


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*[Signature]*  
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