

ORDER

No: PHCP/18/865
 Dated 03/02/2018

OMBUDSMAN AND GRIEVANCE REDRESSAL COMMITTEE

The Managing Committee of Prabha Harjilal College of Pharmacy & Para Clinical Sciences hereby constitutes a Grievance Redressal Committee comprising of the following with details given as under, to address the complaints of the students.

Ombudsman: Vacant (to be nominated by Jammu University)

Grievance Redressal Committee

1. Dr. R.K.Raina – Chairman
2. Dr.R.K.Gupta - Principal
3. Shree Gazanfar Ahmad - HOD, Prabha Harjilal College of Pharmacy & Para Clinical Sciences
4. Dr. Sandeep Kaur Head, Lab Sciences; Prabha Harjilal College of Pharmacy & Para Clinical Sciences
5. Vacant- Sourav Naagar

The Committee formed will deal with the complaints as listed below

- a) Non publication of prospectus, as specified.
- b) Publishing any information in the prospectus , which is false or misleading and not based on facts.
- c) Withholding or refusing to return any document in the form of certificates of degree or any other award or other document deposited with it by a person for the purpose of seeking admission in the university, with a view to Induce or compel such person to pay any fees in respect of any course or program of study which such person does not intend to pursue.
- d) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by the college.
- e) Complaints of alleged discrimination of students from the scheduled caste, scheduled tribes, other backward classes, women minority or disabled categories.
- f) On provision of students amenities as may be required to be provided by the college.
- g) Denial of quality education as promised at the time of admission or cured to be provided.
- h) Harassment and victimization of students, including sexual harassment.

Procedure for submission of complaints

Any aggrieved student may submit an application giving full details along with supporting documents of the complaint addressed to the Chairman Grievance Redressal Committee. The application may be handed over/ mailed by postal mail to Mrs. Neeru Bhan, Campus officer or transmit the same electronically on the address of Mrs. Neeru Bhan at email id: mem.in.health@gmail.com

Procedure to be adopted by the Grievance Redressal Committee

- a) The grievance redressal committee shall fix a date for hearing the complaint, which shall be communicated to the aggrieved person either in writing or electronically, as may be feasible.
- b) An aggrieved student may appear either in person or represented by such person as may be authorized to present his/her case.
- c) Grievance redressal committee shall be guided by the principals of natural justice while hearing the grievances.
- d) Grievance redressal committee shall ensure disposal of every application as speedily as possible as but not later than a month of receipt of the grievance.
- e) On the conclusion of proceedings, the grievance redressal committee shall pass such order with reason for such order as may be deemed fit to redress a grievance and provide such relief as may be desirable to the effective party at the issue.
- f) The order so passed shall be provided to the aggrieved student by the campus register and shall be placed on the website of the respective institutions of the campus.
- g) The institution will comply with the order.

Action by ombudsman

In case, the student is not satisfied with the decision given by the grievance redressal committee, he/she may approach the ombudsman in manner similar to that specified for grievance redressal committee. The ombudsman will follow the same procedure, as outlined above the grievance redressal committee, to hear and dispose of the complaint. In case of any false or frivolous complaint, the ombudsman may order appropriate action against the complaint.



Director

Copy to:

1. Dr. R.K.Raina – Chairman
2. Dr.R.K.Gupta – Principal, Prabha Harjilal Collge of Pharmacy & Para Clinical Sciences
3. Shree Gazanfar Ahmad – HOD, Prabha Harjilal Collge of Pharmacy & Para Clinical Sciences
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