



TRUBA INSTITUTE OF PHARMACY

Karond-Gandhi Nagar Bypass Road, Bhopal - 462 038 (M.P.) Tel. : 0755-2734691-92-93 Fax: 2734694

Off. : 215, Zone-I, M.P. Nagar, Bhopal - 462 011. Tel. : 0755-4220040, 3013222

e-mail : info.pharmacy@trubainstitute.ac.in, Visit us at www.trubainstitute.ac.in

Grievance Redressal Committee

This is to certify that the following Grievance Redressal Committee is constituted for in **Truba Institute of Pharmacy (code 0151)**, Karond bypass road, Bhopal 462038 (M.P.). The institute's policy on grievance redressal has been formulated in order to make all the students and employees aware of the complaint handling process. This system would ensure that the redressal sought is just and fair and is within the given frame-work of rules and regulation. The Committee shall discuss and analyze the causes for the complaints, the complaint resolution process and to discuss the progress and action plans on the same.

S. No.	Name of committee member	Designation	Signature
1	Dr. R. S. Pawar	Convener	
2	Mr. Vinod Kumar Dhote	Member	
3	Mr. Anaytullah	Member	
4	Mr. Bhojram Chourey	Member	
5	Mr. Kanika Dhote	Member	

Duties of the committee:

- Redress students', staff and faculty grievances separately
- Redress girl students', lady staff and faculty grievances separately.
- Redress grievances promptly
- To let employees present their issues without prejudging or commenting
- Use positive, friendly ways to resolve the crisis than punitive steps, which disturb the system.
- Reassure them that the authorities will be acting impartially and will try to resolve the matter as amicably as possible.
- Ensure effective, sensitive and confidential communication between all involved
- Ensure that there is proper investigation of the facts and figures related the problem
- Follow documentation of the procedures and of all necessary steps taken to resolve the problem/complaint.

Dr. R. S. Pawar
Convener / Principal

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Karond Gandhi Nagar Bypass Road
Bhopal-462038