

**STANDARD OPERATING PROCEDURE
FOR
CELL FOR INCLUSIVITY IN CAMPUS:
GRIEVANCE REDRESSAL COMMITTEE (LMCP/SOP/PIVC/2.C.2)
L. M. College of Pharmacy, Ahmedabad**

S.O.P. No:	LMCP /SOP/PIVC/2.C.2
Name of S.O.P.:	Cell for inclusivity in campus: Grievance redressal committee
Prepared by	Name: Dr. Haribhai A. Rabari Designation: Committee Member, Grievance Redressal Committee
Reviewed by	Name: Dr. Dharmishtha Parmar Designation: Chief Coordinator, Grievance Redressal Committee
Issued by	Name: Dr. Anuradha Gajjar Designation: Coordinator, Institutional Quality Assurance Cell, LMCP
Approved by	Name: Dr. Mahesh Chhabria Designation: Chairman and Principal, LMCP
Responsibility for Updating	Grievance Redressal Committee
Next Revision Due Date	25 th June, 2026

Constitution

- LMCP has constituted a Grievance Redressal Committee which consists of Principal, Chief Coordinator and two members.

The following is the constitution frame.

Role	Name	Mobile Number	Email ID
Chairman	Dr. Mahesh Chhabria	9879033513	principal@lmcp.ac.in
Chief coordinator	Dr. Dharmishtha Parmar	9426173029	dharmishtha.parmar@lmcp.ac.in
Member	Dr. Haribhai Rabari	9825936260	hari.rabari@lmcp.ac.in
Member	Ms. Divya Patel	7405067586	divya.teli@lmcp.ac.in

1. Scope

- This SOP is applicable for the students of college.

2. Purpose

- The Grievance Redressal Cell will look in to the any complaints forwarded by aggrieved students. The complaints from the existing students will only be entertained by the cell.
- The type of complaint can be of any type where at least one of the accused should be a student, faculty or staff of the institute. Also, the grievance could be related to the facilities provided at the institute.
- This committee is empowered to handle both the serious grievances of the students and disciplinary issues of the students. Handling of "grievances" of the students will be on the lines of as per All India Council for Technical Education (AICTE) (Establishment of Mechanism for Grievance Redressal) Regulations, 2012, F.No. 37-3/Legal/2012 dated 25 May 2012.

3. Action & Activities

- Institute has grievance form link available on the website.
- The complaint so received will be discussed with the members of the grievance redressal committee and discuss and if required, involve the specific department/ committee for easy and rapid resolution of the complaint.

4. Complaint Redressal procedure

- A student can file his/her grievance by submitting the response by clicking on the link: <https://forms.gle/rAEJvWPQ3P1VnokU9>
- The co-ordinator will go through the complaint and will initiate the actions which includes:
 - A. Discuss the complaint with the members and find a solution.
 - B. Initiate an inquiry in to the matter by creating a sub-committee.
 - C. Based on the complaint, if required, involve other institutional committees such as Women Development Cell, Anti-ragging Committee etc.
 - D. Will communicate with the accused person and will do the fact finding.
- Based on the findings from the above step will either direct for resolution of the complaint or submit the report to the Chief Co-ordinator, who will take necessary action/s to resolve the matter. The complainant will be informed about the steps taken and the cell will take his final feedback about the same.
- The time to be taken for resolution of the complaint will be dependent on the type and seriousness of the complaint. However, each complain will be taken in to consideration within one working day. If need arise, in case of very serious complaint, the actions may be initiated immediately to curtail the forthcoming consequences.

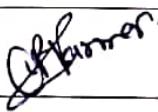
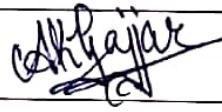
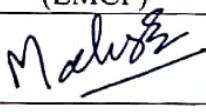
The following complaints of the aggrieved students can be addressed –

- Making admission contrary to merit determined in accordance with the declared admission policy of the Institute.
- Irregularity in the admission process adopted by the Institute.
- Refusing admission in accordance with the declared admission policy of the institute.
- Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue.
- Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
- Breach of the policy for reservation in admission as may be applicable.
- Complaints of alleged discrimination by students from Scheduled Caste, Scheduled Tribes, OBC, women, minority or disabled categories.

- Nonpayment or delay in payment of scholarships to any students that such institution is committed, under the conditions imposed by AICTE, or by any other authority.
- Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
- On provision of student amenities as may have been promised or required to be provided by the institution.
- Denial of quality education as promised at the time of admission or required to be provided.
- Non transparent or unfair evaluation practices.
- Harassment and victimization of students including sexual harassment
- Refund of fees on withdrawal of admissions as per AICTE instructions from time to time.

5. Change History

Version 2.C.2: 15/09/2025

	Prepared by	Reviewed by	Issued by	Approved by
Name:	Dr. Haribhai A. Rabari	Dr. Dharmishtha Parmar	Dr. Anuradha Gajjar	Dr. Mahesh T. Chhabria
Designation:	Committee Member	Chief Coordinator	Coordinator, IQAC (LMCP)	Chairman and Principal (LMCP)
Signature:				



L. M. College of Pharmacy

Minutes of Internal Complaint and Grievance Redressal Committee Meeting

Date: 12th December 2025

Attendees:

1. Dr. Dharmishta Parmar (Chief coordinator)
2. Dr. Haribhai Rabari (Committee Member)
3. Ms. Divya Patel (Committee Member)

Agenda:

1. To review and discuss the committee related work
2. Addition of new members in SOP as per revised committee finalized by the institution.

Proceedings:

Dr. Dharmishta Parmar introduced the agenda item to discuss the committee related work. All the new members were added in the SOP. Dr. Haribhai Rabari and Ms. Divya Patel discussed the current system of grievance and its redressal. It was decided to make immediate action and resolution if committee receives any complaint from the applicant/accused person. If any resolution is taken, it should be in terms of measurable parameters. No complaint should be anonymous.

The meeting concluded with a resolution to maintain peaceful environment in the campus.

Signatures

1. Dr. Dharmishta Parmar (Chief coordinator):

2. Dr. Haribhai Rabari (Committee Member):

3. Ms. Divya Patel (Committee Member):