



B.L.D.E. Association's

COLLEGE OF PHARMACY

JAMKHANDI -587301 Dist: Bagalkot-Karnataka

(Approved by Government of Karnataka, Pharmacy Council of India, New Delhi & Affiliated to Rajiv Gandhi University of Health Sciences Karnataka, Bangalore)



Email: principal.copjkd@bldea.org, Phone: 08353-200012 Mob: 9513397410

Ref. No: BLDEA/COP/JKD/20

Date: 25/11/2025

OFFICE ORDER

Sub: Constitution of Grievance redressal Cell

(Ref: NAAC Guidelines for Grievance redressal Cell)

In accordance with the guidelines of the National Assessment and Accreditation Council (NAAC) and BLDE SOP, the Grievance redressal Cell is hereby constituted in BLDEA's College of Pharmacy, Jamkhandi with immediate effect, to develop a system for conscious, consistent, and catalytic improvement in the overall performance of the institution.

Composition of Grievance redressal Cell

Sl. No.	Name	Designation	Role
1	Dr. B Shivakumar	Principal	Chairperson
2	Mr.Ganesh Shiralashetti	Assistant Professor	Co-Ordinator
3	Mr.Shekhar M Teli	Assistant Professor	Member
4	Dr.Chetankumar M	Associate Professor	Member
5	Ms.Madhupati Hiremath	Assistant Professor	Member
6	Mr.Somanath Janawad	Assistant Professor	Member

Functions of Grievance redressal Cell:

1. To receive and register grievances from students, staff, or stakeholders.
2. To examine and investigate complaints in a fair and unbiased manner.
3. To provide timely resolution of reported grievances.
4. To ensure confidentiality and protection against retaliation.
5. To maintain proper records of complaints and actions taken.
6. To create awareness about the grievance redressal mechanism.
7. To recommend corrective measures to prevent recurrence of issues.

Objectives of Grievance redressal Cell:

1. To provide a transparent and accessible platform for grievance redressal.
2. To ensure fair and impartial handling of complaints.
3. To promote a safe and harmonious institutional environment.
4. To resolve grievances within a reasonable timeframe.
5. To safeguard the rights and dignity of all stakeholders.
6. To strengthen accountability and institutional integrity.



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7. To prevent discrimination, harassment, and unfair practices.

Roles and Responsibilities of Grievance readdressal Cell:

1. To receive, review, and process grievances systematically.
2. To conduct inquiries and gather relevant information.
3. To mediate between concerned parties when required.
4. To recommend appropriate corrective or disciplinary action.
5. To ensure confidentiality throughout the readdressal process.
6. To monitor implementation of decisions and follow up on cases.
7. To submit periodic reports to the concerned authorities.