

# Jñāna Prabodhini Samshodhan Sanstha

(A Research Organisation)

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# Jñāna Prabodhini's Institute of Psychology (J.P.I.P.)

i.e. Prajñā Mānas Samshodhikā  
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## The Grievance Policy- Jnana Prabodhini's Institute Of Psychology

The Grievance Policy covers all students and members of the JPIP

and provides a way to bring forward problems, allegations or grievances. The Grievance Policy will be used to address issues of harassment, discrimination or violence including sex- or gender-based incidents when JPIP is notified regarding such incidents.

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### Introduction

To meet increasing expectations for improved services, JPIP consistently enhances its rules and capabilities. Everyone is urged to uphold integrity and transparency in their interactions. Grievances, documented expressions of dissatisfaction, must be promptly addressed to safeguard the institute's reputation. Students are encouraged to resolve grievances following policy guidelines.

A grievance is a documented expression of discontent from a student or staff member. If not addressed, this dissatisfaction could harm the institute's reputation. Hence, all employees are expected to dedicate attention, time, and effort to resolve grievances of the students following the guidelines and terms of the policy.

### Objective

1. The Grievance Redressal Policy aims to:
2. Develop an organizational framework for resolving student and staff grievances.
3. Provide immediate, hassle-free recourse for students and staff to address their grievances.
4. Enlighten students and staff on their duties and responsibilities.
5. Establish structured interactions to gather information about academic and administrative processes, aligning with expectations.
6. Identify systemic flaws in the design and administration of activities and propose solutions.

7. Institute a monitoring cell to oversee the Grievance Redressal Policy's functioning.
8. At least one meeting per year shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services.
9. The institute shall take all efforts to abide by and enforce UGC regulations in all its operations.
10. Maintain a focus on student-staff interactions.

**GRIEVANCES:**

- Grievances' may include the following complaints of the aggrieved students namely:
- Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
- 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, Ragging and Refund of fees on withdrawal of admissions

**RESPONSIBILITY FOR REDRESSAL:**

The final responsibility for Grievance Redressal rests with Grievance Committee specially constituted under UGC regulations, for resolution of Grievances.

The institute expects that Grievance Redressal be time bound and result oriented.

**Grievance Redressal Committee**

Sr No.	Name	Designation
1	Dr Ajit Kanitkar	Secretary JPSS
2	Dr Anagha Lavalekar	Director JPIP
3	Dr Sujala Watve	Member
4	Dr Deepak Gupte	Member
5	Mrs Urmila Dixit	Member
6	Mr. Deepak Kale	Co-ordinator

  
**Dr, Anagha Lavalekar,**  
**Director, JPIP**

