

## **NIPER MIS Portal Grievance Redressal Policy**

### **Document Information**

Name: NIPER MIS Portal Grievance Redressal Policy  
Type: Internal policy  
Area: Queries and grievances handling  
Responsible Function: Student stipend support function

### **Objective**

The objective of this Grievance Redressal Policy (hereinafter “Policy”) is to set out the grievance handling principles and procedures at National Institutes of Pharmaceutical Education and Research in relation to student stipend

### **Purpose**

The purpose of this policy is to stipulate the basic principles of grievance handling management and process in the Academia and Research (A&R) Division, Department of Pharmaceuticals to identify grievance sources and reduce related risks.

### **Scope**

The policy is applicable to all the NIPERs under Department of Pharmaceuticals, as onboarded on NIPER MIS Portal.

### **1. Roles and responsibilities**

This clause describes roles and responsibilities related to grievance handling management at A&R Division level:

#### **1.1 A&R Division, Department of Pharmaceuticals**

The A&R Division in particular:

- a) approves the implementation of this policy, lays down the appropriate grievance redressal mechanism within the division and ensures that all disputes arising out of the decisions in relation to NIPER MIS Portal are heard and disposed of at least at the next higher level. Such policy shall be regularly reviewed by the A&R Division, at least annually,
- b) provide for periodical review of the compliance of the Fair Practices Code and the functioning of the grievance redressal mechanism at various levels of management. A consolidated report of such reviews shall be submitted to the Head of A&R Division at regular intervals,
- c) nominate the Under Secretary in charge of A&R Branch as *ex officio* Grievance Redressal Officer,
- e) assigns the Grievance Redressal function to the Under Secretary in charge of A&R Branch as *ex officio* Grievance Redressal Officer.

#### **1.2 Grievance Redressal Officer**

The Grievance Redressal Officer (GRO), in particular:

- a) is responsible for the day-to-day operation of the grievance redressal process,
- b) handles (receives, registers, investigates, communicates and reports) individual grievance,

c) reports, without undue delay, high-risk grievances with significant impact to the Division Head A&R Division.

d) manages the escalated grievances received from the complainants,

## **2. Grievance Handling Principles**

a) Any grievance raised by the student registered on the portal to be dealt with in a courteous way and resolved within the specified turnaround time

b) Student registered on the portal are to be provided with accurate information with regard to contract points and modes of how to contact the A&R Division if they are not satisfied with service or resolution.

c) All student registered on the portal are treated fairly at all times.

d) Analyse and implement the relevant feedback received from the student registered on the portal.

e) To comply with the stipulated regulatory guidelines.

## **3. Process of Grievance Redressal**

The student registered on the portal shall have the option to lodge a grievance on the by email at [nipermis-grievance@pharma-dept.gov.in](mailto:nipermis-grievance@pharma-dept.gov.in) or any other dedicated email assigned for this purpose only by A&R Division.

Alternately, student registered on the portal can call at the student stipend dedicated helpline assigned by A&R Division (9.30 a.m. to 5.30 p.m. on weekdays) or send grievance by post to A&R Division.

Section Officer in charge of Academia and Research Section  
Room No.302, 3<sup>rd</sup> Floor, B Wing,  
Janpath Bhawan, New Delhi – 110 001

The A&R Division committed to resolving the issues within 8 (eight) working days from the receipt of the grievance. On receipt of a grievance via letter or mail, the GRO will send a reply to the sender within 2 (two) working days acknowledging his/her grievance with a unique grievance reference number.

In relation to all grievance received through regulators, the GRO shall record all such grievance in a grievance register. After receiving and recording such grievance, the GRO or his/her representative will call/contact the student registered on the portal who has filed the grievance and also find out the facts of the grievance to resolve them on an urgent basis.

The student registered on the portal who has filed the grievance shall ensure that he/she quotes his/her registered email ID/ registered contact no./application no./ /grievance reference no. in every correspondence with the A&R Division regarding their grievance. Anonymous grievances will not be addressed in terms of this policy.

**Escalation Matrix:** If the student registered on the portal who has filed the grievance does not receive the resolution for their issue within 8 (eight) working days, or if the said student is not satisfied with

the resolution provided by the GRO, they may escalate the matter through the email or letter mentioning the grievance reference number. On receipt of the grievance at the escalated level, the said student will receive an acknowledgement email within 2 (two) working days, and upon successful closure of the grievance, a closure email shall be sent to the grievance registering student by email.

Under Secretary in charge of Academia and Research Branch  
Principal Grievance Redressal Officer (PGRO)  
Room No.302, 3<sup>rd</sup> Floor, B Wing,  
Janpath Bhawan, New Delhi – 110 001  
Email: [nipermis-grievance@pharma-dept.gov.in](mailto:nipermis-grievance@pharma-dept.gov.in)

The PGRO will endeavour to resolve the grievance within a period of 5 (five) working days from the date of receipt of the grievance.

#### **4. Policy Revision**

This policy is subject to revision based on the guidelines issued from time to time. A periodic review of the policy and the functioning of the grievance redressal mechanism at various levels of management would be undertaken by the A&R Division, Department of Pharmaceuticals. The Division shall have the power to effect any changes, amendments or modifications, if any, in the policy at periodic intervals.

#### **5. Display Requirement**

A&R Division, Department of Pharmaceuticals will ensure:

- a) It has an adequate system for receiving grievances and suggestions.
- b) Contact details for the Grievance Redressal Officer (GRO) are displayed wherever business is transacted and on the website of NIPERs onboarded on NIPER MIS Portal.
- c) Display of the Grievance Redressal Policy on website of NIPERs onboarded on NIPER MIS Portal.

\*\*\*\*