

# **GRIEVANCE AND REDRESSAL CELL**



**VAAGDEVI COLLEGE OF PHARMACY  
RAMNAGAR, HANUMAKONDA – 506 001 (T.S)**

**Phone: (0870) 2455111, 9000716969**



# VAAGDEVI COLLEGE OF PHARMACY

(Approved by AICTE & PCI, New Delhi & affiliated to Kakatiya University, Warangal, T.S.)  
Ramnagar Dist. Hanamakonda- 506001, (T.S)

**Date:** 01/10/2017

## GRIEVANCES REDRESSAL COMMITTEE

### Establishment of the cell

A Grievance Redressal Cell has been constituted to redress the grievances and complaints of the students, non-teaching and teaching staff of the college. Grievances Redressal Cell is formed in order to keep the healthy working atmosphere amongst staff, students & parents.

### Objectives

- To help Students and staff to record their complaints and solve their problems related to academics, resources and personal grievances.
- The cell shall sort out the problems/ complaints received promptly and judiciously when anybody approaches the Cell for his/ her grievances regarding academic matters, financial matters, health services, library and other central services.
- The committee shall redress the grievances of the students as and when required.
- As a result of this mechanism, the cell has a responsibility to maintain pleasant atmosphere and good work culture with in-built goodwill and mutual understanding among all the personnel in the college
- The Grievance Committee shall consider only individual grievances of specific nature of members of the faculty, students and non-teaching staff and raised individually by the concerned aggrieved person
- The Grievance Committee shall not consider any grievance of general applicability or of collective nature, of raised collectively by more than one person.
- To conduct the meetings of the committee, at rear intervals and so address the grievance issues
- reported by the students and/ or staff if any.





**Principal**  
**Vaagdevi College of Pharmacy**  
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## CIRCULAR

As per the directives of University Grants Commission (UGC), College level Grievances Redressal Committee has been constituted with the following members for the academic year 2017-18 it will be in force for five years.

Following Members are informed to take charge of the cell.

S. No.	Name	Role
1.	Dr. C. Srinivas Reddy	Convenor
2.	Dr. K. Srinivas Reddy	Co-Convenor
3.	Dr. Y. Shravan Kumar	Member
4.	Dr. E. Venkateshwarlu	Member
5.	Mr. B.S. Sharvana bhava	Member
6.	Mrs. S. Pavani	Member
7.	Mr. D. Kumaraswamy	Member
8.	Dr. D. Adukondalu	Member
9.	T. Keerthi	Member



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## GRIEVANCES REDRESSAL COMMITTEE


### MINUTES OF THE MEETING HELD ON 17-09-2022

- The chairperson called the meeting to order and welcomed all attendees. The purpose of the meeting was to review the progress made in addressing student grievances and to discuss further initiatives to improve the college experience.
- Review of the online feedback system implementation: The committee received a review of the implementation of the online feedback system. It was reported that the system had been successfully launched, and students were actively providing feedback on various aspects of the college
- Addressing the complaint regarding insufficient parking space for students' vehicles: The committee addressed a specific complaint received regarding the insufficient parking space for students' vehicles. Recognizing the need to provide adequate parking facilities, the following actions were decided:
  - Conduct a detailed assessment of the existing parking infrastructure and analyse the demand for parking spaces.
  - By exploring possible solutions, it was decided that students can now park in the college ground opposite to faculty parking.

#### Members Attended-

S. No.	Name	Signature
1.	Dr. C. Srinivas Reddy	
2.	Dr. K. Srinivas Reddy	
3.	Dr. Y. Shravan Kumar	
4.	Dr. E. Venkateshwarlu	
5.	Dr. B.S. Sharvana bhava	
6.	Dr. S. Pavani	
7.	Dr. D. Kumaraswamy	
8.	Dr. D. Adukondalu	
9.	Ms. V. Rashmitha	
10.	Mrs. V. Srilekha	
11.	Mrs. Sumalatha	



  
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## GRIEVANCES REDRESSAL COMMITTEE


### MINUTES OF THE MEETING HELD ON 12-03-2022

- The chairperson called the meeting to order and welcomed all attendees. The purpose of the meeting was to discuss and address grievances related to online classes and explore the implementation of a mentorship program for students.
- Review of previous meeting minutes: The minutes of the previous meeting, were presented and reviewed. There were no changes required, and the minutes were approved unanimously.
- Discussion on the implementation of an online feedback system: The committee discussed the need for an online feedback system to gather continuous feedback from students regarding various aspects of the college. It was agreed that an online platform would provide students with a convenient and anonymous way to share their feedback on academics, infrastructure, facilities, and other areas of interest. The following actions were decided:
  - Explore available online feedback platforms and select the most suitable one for implementation.
  - Design a user-friendly feedback form that covers different aspects of the college experience.
  - Promote the online feedback system among the student community and encourage active participation.
  - Posting of online feedback form link on Institutions website for collection of online grievances.

### Members Attended-

S. No.	Name	Signature
1.	Dr. C. Srinivas Reddy	
2.	Dr. K. Srinivas Reddy	
3.	Dr. Y. Shravan Kumar	
4.	Dr. E. Venkateshwarlu	
5.	Dr. B.S. Sharvana bhava	
6.	Dr. S. Pavani	
7.	Dr. D. Kumaraswamy	



  
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8.	Dr. D. Adukondalu	
9.	Ms. V. Rashmitha	
10.	Mrs. V. Srilekha	



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## GRIEVANCES REDRESSAL COMMITTEE


### MINUTES OF THE MEETING HELD ON 23-11-2021

- The chairperson called the meeting to order and welcomed all attendees. The purpose of the meeting was to discuss important matters related to addressing student grievances and improving the academic and administrative aspects of the college.
- Installation of Grievance/Complaint Boxes on campus: The committee discussed the proposal to install Grievance/Complaint Boxes at two different locations on the college campus. These boxes would provide a platform for students who wish to remain anonymous to submit their grievances and suggestions for improving academics and administration in the college. The following actions were decided:
  - Identify suitable locations on campus for the installation of the Grievance/Complaint Boxes, ensuring accessibility and visibility.
  - Addressing the complaint regarding the issuance of more than three books from the library during examinations: The committee discussed a specific complaint received regarding the issue of allowing students to borrow more than three books from the library during examinations. After careful consideration, it was decided that the following actions would be taken:
    - Assess the demand and availability of study materials during examinations.
    - Consult with the library staff and academic faculty to determine an appropriate limit for book issuance, balancing the needs of students and the availability of resources.

#### Members Attended-

S. No.	Name	Signature
1.	Dr. C. Srinivas Reddy	
2.	Dr. K. Srinivas Reddy	
3.	Dr. Y. Shravan Kumar	
4.	Dr. E. Venkateshwarlu	
5.	Dr. B.S. Sharvana bhava	
6.	Dr. S. Pavani	
7.	Dr. D. Kumaraswamy	
8.	Dr. D. Adukondalu	

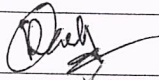



  
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## GRIEVANCES REDRESSAL COMMITTEE

MINUTES OF THE MEETING HELD ON 28-01-2021

- The chairperson called the meeting to order and welcomed all attendees. The purpose of the meeting was to address issues related to the betterment and well-being of the student community.
- Discussion on suggestions from other committees: The committee members discussed the suggestions received from other committees such as the Placement Cell, Counselling Cell, Student Council, and Alumni Associations. These suggestions were considered valuable inputs to improve the overall college experience for students.
- Addressing the complaint regarding non-functional fans in a classroom: The committee addressed a complaint brought forward by the students regarding the non-functioning fans in a specific classroom. The following actions were decided:
  - Immediately inspect the classroom to assess the non-functional fans and determine the cause of the problem.
  - Initiate repairs or replacements as necessary to ensure the fans are operational.

### Members Attended-

S. No.	Name	Signature
1.	Dr. C. Srinivas Reddy	
2.	Dr. K. Srinivas Reddy	
3.	Dr. Y. Shraavan Kumar	
4.	Dr. E. Venkateshwarlu	
5.	Mr. B.S. Sharvana bhava	
6.	Dr. S. Pavani	
7.	Dr. D. Kumaraswamy	
8.	Dr. D. Adukondalu	
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## GRIEVANCES REDRESSAL COMMITTEE

### MINUTES OF THE MEETING HELD ON 19-10-2020

- The chairperson called the meeting to order and welcomed all attendees. The purpose of the meeting was to discuss the mechanism for the redressal of grievances and to address the issue of safeguarding the rights of female students, faculty, and non-teaching staff.
- Mechanism for redressal of grievances: The committee members engaged in a detailed discussion about the existing mechanism for the redressal of grievances within the college. The importance of an effective and transparent grievance redressal process was emphasized. It was decided that the current mechanism would be reviewed and any necessary improvements would be made to ensure prompt and fair resolution of grievances.
- Safeguarding the rights of female students, faculty, and non-teaching staff: The committee recognized the need to strengthen measures to safeguard the rights and well-being of female students, faculty, and non-teaching staff. It was agreed upon that the college would take the following actions:
  - Conduct gender sensitization workshops and awareness sessions to promote a respectful and inclusive environment.
  - Regularly review and update policies and guidelines to ensure the safety and well-being of all members of the college community.
- Complaint regarding refill of sanitary pads in ladies' washroom: The committee discussed a specific complaint received from a student regarding the need for regular refill of sanitary pads in the ladies' washroom. The committee acknowledged the importance of addressing this issue promptly and maintaining proper hygiene facilities for female students. It was decided that the following actions would be taken:
  - Appoint a responsible staff member to regularly monitor and ensure the availability of sanitary pads in the ladies' washroom.
  - Conduct periodic inspections to verify the adequacy of sanitary pad supplies and take necessary measures for restocking.

Convener

### Members Attended-

S. No.	Name	Signature
1.	Dr. C. Srinivas Reddy	
2.	Dr. K. Srinivas Reddy	



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3.	Dr. Y. Shravan Kumar	<i>Y. Shravan</i>
4.	Dr. E. Venkateshwarlu	<i>E. Venkateshwarlu</i>
5.	Mr. B.S. Sharvana bhava	<i>B.S. Sharvana bhava</i>
6.	Dr. S. Pavani	<i>S. Pavani</i>
7.	Dr. D. Kumaraswamy	<i>D. Kumaraswamy</i>
8.	Dr. D. Adukondalu	<i>D. Adukondalu</i>
9.	T. Keerthi	<i>T. Keerthi</i>



*[Signature]*  
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## GRIEVANCES REDRESSAL COMMITTEE


### MINUTES OF THE MEETING HELD ON 30-04-2020

- Principal asked the members regarding any complaints from the faculty or from the students
- The committee noted that there were no complaints received during the specified period. It was observed that the online mode of teaching implemented due to the COVID-19 pandemic had been successful in ensuring a smooth learning experience for the students without any major issues.
- As there were no grievances or complaints to address, the committee members utilized this time to discuss any other relevant matters related to the well-being and academic progress of the students and the meeting was ended.

### Members Attended-

S. No.	Name	Signature
1.	Dr. C. Srinivas Reddy	N/A due to online mode
2.	Dr. K. Srinivas Reddy	N/A due to online mode
3.	Dr. Y. Shravan Kumar	N/A due to online mode
4.	Dr. E. Venkateshwarlu	N/A due to online mode
5.	Mr. B.S. Sharvana bhava	N/A due to online mode
6.	Dr. S. Pavani	N/A due to online mode
7.	Dr. D. Kumaraswamy	N/A due to online mode
8.	Dr. D. Adukondalu	N/A due to online mode
9.	T. Keerthi	N/A due to online mode



  
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## GRIEVANCES REDRESSAL COMMITTEE

### MINUTES OF THE MEETING HELD ON 16-09-2019

- It was instructed by the principal that various awareness programs to educate the legal rights of women, gender sensitization and health & hygiene safety programs for female students must be conducted according to the request of students.
- Few complaints from students have been taken into consideration including problem faced with cricket bat and lack of extra bat during games and No dustbin in second floor classroom.
- Principal mentioned that he will instruct the PD officer to obtain a cricket bat and submit the bill for processing.
- Principal also made sure that the dustbin issue will be solved sooner.

Principal ended the meeting after making sure that there is nothing more to discuss.

Convener

### Members Attended-

S. No.	Name	Signature
1.	Dr. C. Srinivas Reddy	
2.	Dr. K. Srinivas Reddy	
3.	Dr. Y. Shravan Kumar	
4.	Dr. E. Venkateshwarlu	
5.	Mr. B.S. Sharvana bhava	
6.	Mrs. S. Pavani	
7.	Dr. D. Kumaraswamy	
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## GRIEVANCES REDRESSAL COMMITTEE

MINUTES OF THE MEETING HELD ON 11-04-2019

- Discussed the mechanism of redressal and grievances. Discussed on providing provide support to the students to take preventive measures in matter of gender discrimination.
- Complaints from students came into notice
- Principal mentioned that students requested cleaning of washrooms twice a day is needed.
- It was made sure whether Previous grievances were resolved.
- All the committee members agreed to keep the matters regarding this meeting confidential for better outcome.

As there were no other points, the meeting ended.

Convener

### Members Attended-

S. No.	Name	Signature
1.	Dr. C. Srinivas Reddy	
2.	Dr. K. Srinivas Reddy	
3.	Dr. Y. Shravan Kumar	
4.	Dr. E. Venkateshwarlu	
5.	Mr. B.S. Sharvana bhava	
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## GRIEVANCES REDRESSAL COMMITTEE

MINUTES OF THE MEETING HELD ON 06-02-2019

The request by the student's council for conducting only one internal exam instead of two on a day was taken into consideration by the principal of the college. The students of the council conveyed that one exam on a day would give them sufficient time to revise the subject due to the long gap that would be there. Considering the request of the students it was decided by the committee that only one exam would be held on each day immediately starting from the next Internal Assessment examination.

Convener

### Members Attended-

S. No.	Name	Signature
1.	Dr. C. Srinivas Reddy	
2.	Dr. K. Srinivas Reddy	
3.	Dr. Y. Shravan Kumar	
4.	Dr. E. Venkateshwarlu	
5.	Mr. B.S. Sharvana bhava	
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7.	Dr. D. Kumaraswamy	
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## GRIEVANCES REDRESSAL COMMITTEE

Minutes of the meeting held on, 13-11-2018 at 3:00 PM in the committee room

The Principal Dr. Challa Srinivas Reddy welcomed all the members and opened the discussions on the agenda points as follows. He mentioned that students have been requested to give their suggestions with regard to academics, examinations & autonomy and infrastructural facilities for the improvement of the college. He also mentioned that they gave some valuable suggestions on finer areas such as cleanliness of the washrooms, maintenance of classroom furniture etc.


The principal mentioned the following:

- Students expressed that the drinking water from the coolers may be contaminated and it may not be safe to drink and students are forced to drink packaged drinking water.
- There was a request from students for more water coolers and that college is purchasing 3 new coolers, they will be installed soon.
- There has been a request from girl students for easy access to sanitary napkins in the college. Mrs. S. Pavani would be asked to identify the possibilities of getting sanitary napkin vending machines and incinerators for all the girls' wash rooms and also provide the budgetary requirements.

Principal appreciated the faculty members for their efforts to make the college a better place for the students

As there were no other points, the meeting ended.



  
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## Members attended

S. No.	Name	Signature
1.	Dr. C. Srinivas Reddy	
2.	Dr. K. Srinivas Reddy	
3.	Dr. Y. Shravan Kumar	
4.	Dr. E. Venkateshwarlu	
5.	Mr. B.S. Sharvana bhava	
6.	Mrs. S. Pavani	
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## GRIEVANCES REDRESSAL COMMITTEE

MINUTES OF THE MEETING HELD ON 19-04-2018.

The student's council meeting requested a change in the mode of fee payment.

They suggested that digital payment or payment through card should be facilitated by the college authorities. After a discussion with the principal, it was decided that the matter would be considered and very soon the convenience for such a mode of payment would be facilitated for the benefit of the students.

Convener

### Members attended

S. No.	Name	Signature
1.	Dr. C. Srinivas Reddy	
2.	Dr. K. Srinivas Reddy	
3.	Dr. Y. Shravan Kumar	
4.	Dr. E. Venkateshwarlu	
5.	Mr. B.S. Sharvana bhava	
6.	Mrs. S. Pavani	
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## GRIEVANCES REDRESSAL COMMITTEE

Minutes of the Students Grievance redressal committee held on 20-12-2017 at 3.30 pm in the principal's office.

Principal welcomed all the members. He mentioned that students were happy that all the following major grievances put up in the last meeting were redressed.

- Installation of 3 more water coolers
- Installation of sanitary napkin vending machines and incinerators in the girls' washroom
- Upgradation of facilities in the labs
- Expansion of space in the canteen
- Regular checking up for the potability of the drinking water
- Formation of canteen committee to monitor the cleanliness and hygiene of the canteen

Principal mentioned that the requests put up by students should be looked into immediately and the college should make the life of students more comfortable. He said that

- 28 students have self-nominated themselves to be members of the executive council, with a request to have members from all faculties.
- He requested the members to identify 12 members covering all the semesters.
- Canteen would be kept open for long hours on the days when there are some special events in the college for student organisers
- The principal thanked all the members and the meeting ended at 4.20 pm as there were no other points for discussion.

### Members attended

S. No.	Name	Signature
1.	Dr. C. Srinivas Reddy	
2.	Dr. K. Srinivas Reddy	
3.	Dr. Y. Shravan Kumar	
4.	Dr. E. Venkateshwarlu	
5.	Mr. B.S. Sharvana bhava	
6.	Mrs. S. Pavani	
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