



NARAYANA PHARMACY COLLEGE

(Approved by PCI & AICTE, New Delhi) (Affiliated to JNTUA Ananthapuramu)

Recognized u/s 2(f) & 12(B) of the UGC Act, 1956, New Delhi.

ISO 9001:2015 Certified Institution

Chinthareddypalem, Nellore-524003, A.P., India.

Phone & Fax No :0861-2317966; Cell No :+91-9392901053

Email: principal.npc@narayanagroup.com Visit us: www.narayanapharmacycollege.com

GRIEVANCE REDRESSAL CELL



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GRIEVANCE REDRESSAL COMMITTEE

A Grievance Redressal Committee is a cell established within an organization to address and resolve complaints or grievances from staff (teaching and non-teaching) and students.. Its goal is to ensure timely resolution of issues, promote transparency, and maintain a harmonious environment through effective communication and problem-solving.

Roles & Responsibilities:

1. Complaint Resolution: Reviewing and investigating concerns submitted by employees, students.
2. Recommending Solutions: Offering solutions or corrective steps to effectively handle concerns.
3. Keeping Records: Maintaining complete records of grievances and resolutions.
- 4 Monitoring: Identifying reoccurring concerns and recommending solutions to avoid future complaints.
5. Confidentiality: Maintaining secrecy and protecting the privacy.
6. Reporting: Provide management with periodic updates on grievance patterns and settlement outcomes. To investigate reported cases of students, if any, and submit its report to the disciplinary authority recommending action to be taken.

Your Grievance must reach within a week from the date of incident, containing the following:

- Your name, address, and telephone number.
- A short description of the event/problem that you wanted to address.

Procedure for Lodging Complaint:

- The students may feel free to put up a grievance in writing/or Email to the respective committee incharge.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

New proposals by the Grievances committee in the meeting:

- Proposal theAnonymous Grievance Submission.
- Time-bound Resolution Process.
- Implement a monitoring system to regularly track the status of grievances and ensure that follow-up actions are taken promptly.

Further, the meeting concluded with the necessary action to be taken for the new proposal.

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Date: 14.08.2024

MINUTES OF MEETING

Members of Grievance cell gathered at principal chamber on 14th August 2024 at 4:00 PM to reconstitute a Grievance Redressal Cell and to Discuss any suggestions or ideas to enhance the grievance redressal process and system for more efficient resolutions..

Agenda:

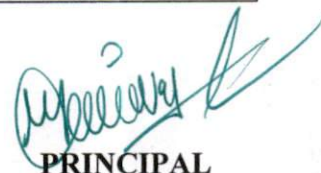
- ❖ To reconstitute a Grievance Redressal Cell.
- ❖ To reconstitute the roles and responsibilities of the Grievance cell.
- ❖ To Discuss the grievances that have been raised by employees/students.

Re Constitution of Grievance Redressal Committee

A.Y.2024-2025

The Grievance Redressal Committee is constituted with the following members:

S.NO	NAME OF THE MEMBER	DESIGNATION	ROLE
1.	Dr.M. Sreenivasulu	Principal	Chairman
2.	Dr.S. Sujatha	Vice principal	Vice chairman
3.	Dr. Sk. Salma	Associate professor	Convenor
4.	Dr. M. Krishnaveni	Associate professor	Member
5.	Ms. C.L. Sindhura	Assistant professor	Member
6.	Mrs.G.Udaya	Assistant professor	Member
7.	Ms.P.Sree Mahalakshmi	Assistant professor	Member
8.	Ms.T.Vinod kumar	Assistant professor	Member
9.	S.Aasma	Student B.Pharmacy	Student representative
10.	S.Ganesh	Student B.Pharmacy	Student representative
11.	L.Navitha	Student pharm.D	Student representative
12.	M.Sriraj	Student pharm.D	Student representative


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