

GRIEVANCE REDRESSAL CELL

Committee Members

S. No.	Name of the Member	Designation	Role
1	Dr.M.Sreenivasulu	Principal	Chairperson
2	Dr.Sk.Salma	Professor	Convenor
3	Dr M.Krishnaveni	Professor	Member
4	Ms CL.Sindhura	Associate professor	Member
5	Mrs G.Udaya	Assistant Professor	Member
6	Ms P.Sree Mahalakshmi	Assistant professor	Member
7	Mr T.Vinod kumar	Assistant Professor	Member
8	D.Nandini	Student B.Pharm	Student Representative
9	Ch.Rohith	Student B.Pharm	Student Representative
10	L.Navitha	Student Pharm D	Student Representative
11	M.Sriraj	Student Pharm D	Student Representative

RESPONSIBILITIES

- ❖ The cell is responsible for receiving complaints from individuals or groups, ensuring that all grievances are acknowledged and documented properly.
- ❖ It conducts thorough investigations to understand the nature and details of the grievances. This involves gathering information, interviewing involved parties, and assessing the validity and severity of the complaints.
- ❖ Based on the investigation, the cell formulates recommendations or actions to resolve the grievances. This can involve mediation, corrective actions, or suggesting policy changes.
- ❖ It ensures that decisions and resolutions are communicated clearly to the complainants and any other relevant parties, providing updates throughout the process.
- ❖ The cell monitors the effectiveness of the grievance redressal process and seeks feedback to continuously improve its procedures and practices, ensuring fair and efficient handling of future grievances.