



MNR COLLEGE OF PHARMACY

{Approved by AICTE & PCI, New Delhi & Affiliated to Osmania University, Hyderabad}
V: Fasalwadi, Dist.: Sangareddy -502294 (T.S)
Phone: 08455-230690, 08500056663
www.mnrindia.org; email: p.mnrcop@mnrindia.org



GRIEVANCE REDRESSAL POLICY

The College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge, Grievance Redressal Committee or Principal.

Objective:-

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Register have been installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.


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- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

The policy includes a simple complains about the facilities, infrastructure on serious note.

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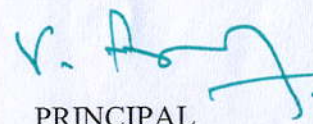


Date:17/09/2018

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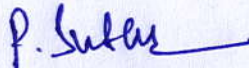



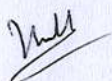
This is to inform that student grievance redressal committee meeting will be held on 19/09/2018 between 2 PM to 3 PM at the First floor classroom, MNR College of Pharmacy.

All the committee members are requested to attend the meeting at 1.45PM.


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Copy to

- 1 Dr. V. Alagarsamy
- 2 Dr. P. Subhash Chandra Bose 
- 3 Mrs. M. T. Sulthana 
- 4 Mr. R. Ravi 
- 5 Mr. Thandava Krishna 
- 6 Ms. Vidya Biju 



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Date:20/09/2018

Minutes of meeting

The student grievances redressal committee was held on 19/09/2018, 2 PM to 3 PM in ground floor class room to address the grievances that is informed to the chairman of this committee regarding leakage of the taps in the washroom and hand washing area on third floor. The committee has resolved issue by assigning a plumber.

Attended by,

S. No	Name of the member	Authority	Position	Signature
1	Dr. V. Alagarsamy	Principal, Head of the Institution	Chairman	
2	Dr. P. Subhash Chandra Bose	Professor	Member	
3	Mrs. M. T. Sulthana	Assistant Professor	Women Member	
4	Mr. R. Ravi	AAO	Non teaching representative	
5	Mr. Thandava Krishna	Student Representative (Boys)	Student Member	
6	Ms. Vidya Biju	Student Representative (Girls)	Student Member	

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DATE:03/06/2019

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This is to inform that student grievance redressal committee meeting will be held on 05/06/2019 between 2 PM to 3 PM at the First floor classroom, MNR College of Pharmacy.

All the committee members are requested to attend the meeting at 1.45PM.

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- 3 Mrs. M. T. Sulthana
- 4 Mr. R. Ravi
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- 6 Ms. Vidya Biju



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Date: 06/06/2019

Minutes of meeting

The student grievances redressal committee was held on 05/06/2019, 2 PM to 3 PM in ground floor class room to address the grievances that is informed to the chairman of this committee regarding non- functioning of fans in the second floor classroom. The committee has resolved issue by assigning a electrician.

Attended by,

S. No	Name of the member	Authority	Position	Signature
1	Dr. V. Alagarsamy	Principal, Head of the Institution	Chairman	
2	Dr. P. Subhash Chandra Bose	Professor	Member	
3	Mrs. M. T. Sulthana	Assistant Professor	Women Member	
4	Mr. R. Ravi	AAO	Non teaching representative	
5	Mr. Thandava Krishna	Student Representative (Boys)	Student Member	
6	Ms. Vidya Biju	Student Representative (Girls)	Student Member	

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DATE: 08/02/2020

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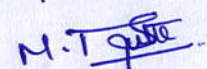

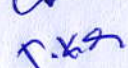

This is to inform that student grievance redressal committee meeting will be held on 11/02/2020 between 2 PM to 3 PM at the First floor classroom, MNR College of Pharmacy.

All the committee members are requested to attend the meeting at 1.45PM.


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Date:12/02/2020

Minutes of meeting

The student grievances redressal committee was held on 11/02/2020, 2 PM to 3 PM in ground floor class room to address the grievances that is informed to the women representative of this committee regarding maintenance of wash rooms and its cleanliness. The committee has resolved issue immediately by allotting more man power to ensure properly cleanliness in the mentioned premises and committee also gives assurance that proper cleanliness will be maintained in near future also.

Attended by,

S. No	Name of the member	Authority	Position	Signature
1	Dr. V. Alagarsamy	Principal, Head of the Institution	Chairman	
2	Dr. P. Subhash Chandra Bose	Professor	Member	
3	Mrs. M. T. Sulthana	Assistant Professor	Women Member	
4	Mr. R. Ravi	AAO	Non teaching representative	
5	Mr. Thandava Krishna	Student Representative (Boys)	Student Member	
6	Ms. Vidya Biju	Student Representative (Girls)	Student Member	

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DATE: 20/07/2020

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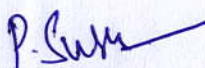
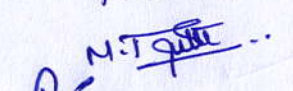



This is to inform that student grievance redressal committee meeting will be held on 22/07/2020 , 2 PM to 3 PM at the First floor classroom, MNR College of Pharmacy.

All the committee members are requested to attend the meeting at 1.45PM.


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Date: 23/07/2020

Minutes of meeting

The student grievances redressal committee was held on 22/07/2020, 2 PM to 3 PM in ground floor class room to address the grievances that is informed to the chairman of this committee regarding their difficulties to attend online classes and password issues in Microsoft teams' app and network issues during the conduct of online classes. The committee has resolved issue immediately by consulting the IT person and modified passwords were given to individual students and network issues were also resolved by installing more routers in the college to ensure smooth conduct of online exams.

Attended By,

S. No	Name of the member	Authority	Position	Signature
1	Dr. V. Alagarsamy	Principal, Head of	Chairman	
2	Dr. P. Subhash Chandra Bose	Professor	Member	
3	Mrs. M. T. Sulthana	Assistant Professor	Women Member	
4	Mr. R. Ravi	AAO	Non teaching representative	
5	Mr. Thandava Krishna	Student Representative (Boys)	Student Member	
6	Ms. Vidya Biju	Student Representative (Girls)	Student Member	

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DATE: 25/02/2021

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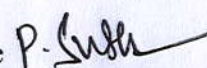
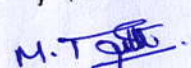

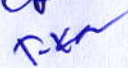

This is to inform that student grievance redressal committee meeting will be held on 25/02/2021 , 2 PM to 3 PM at the First floor classroom, MNR College of Pharmacy.

All the committee members are requested to attend the meeting at 1.45PM.


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Date: 26/02/2021

Minutes of meeting

The student grievances redressal committee was held on 25-02-2021, 2 PM to 3 PM in ground floor class room to address the grievances that is informed to the chairman of this committee regarding non- functioning of computers and shortage of reference books in the library. The committee has resolved issue by assigning a computer repairing person and purchasing the more number of reference books in order to avoid the shortage of books.

Attended by,

S. No	Name of the member	Authority	Position	Signature
1	Dr. V. Alagarsamy	Principal, Head of the Institution	Chairman	
2	Dr. P. Subhash Chandra Bose	Professor	Member	
3	Mrs. M. T. Sulthana	Assistant Professor	Women Member	
4	Mr. R. Ravi	AAO	Non teaching representative	
5	Mr. Thandava Krishna	Student Representative (Boys)	Student Member	
6	Ms. Vidya Biju	Student Representative (Girls)	Student Member	

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DATE: 25/10/2021

CIRCULAR

This is to inform that student grievance redressal committee meeting will be held on 27/10/2021, 1PM to 2 PM at the First floor classroom, MNR College of Pharmacy.

All the committee members are requested to attend the meeting at 12.45PM.

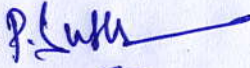



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2 Dr. P. Subhash Chandra Bose 

3 Mrs. M. T. Sulthana 

4 Mr. R. Ravi 

5 Mr. Thandava Krishna 


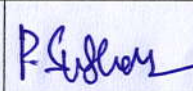
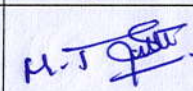
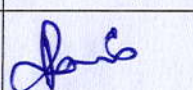
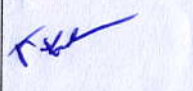
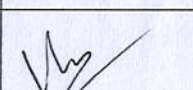
6 Ms. Vidya Biju 

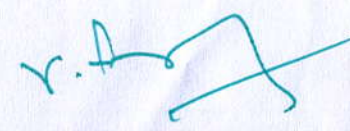
Date:28/10/2021

Minutes of meeting

The student grievances redressal committee was held on 27/10/2021, 1 PM to 2 PM in ground floor class room to address the grievances that is informed to the chairman of this committee regarding non- functioning of fans, lights and also shortage of benches and chairs in the IV Pharm.D class room. The committee has resolved issue by allocating more benches and tables from stores and electrical issues were also cleared by deputing an electrician.

Attended by,

S. No	Name of the member	Authority	Position	Signature
1	Dr. V. Alagarsamy	Principal, Head of the Institution	Chairman	
2	Dr. P. Subhash Chandra Bose	Professor	Member	
3	Mrs. M. T. Sulthana	Professor	Women Member	
4	Mr. R. Ravi	AAO	Non teaching representative	
5	Mr. Thandava Krishna	Student Representative (Boys)	Student Member	
6	Ms. Vidya Biju	Student Representative (Girls)	Student Member	


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MNR COLLEGE OF PHARMACY

DATE: 11/07/2022

CIRCULAR

This is to inform that student grievance redressal committee meeting will be held on 13/07/2023, 1PM to 2 PM at the First floor classroom, MNR College of Pharmacy.

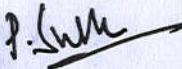




All the committee members are requested to attend the meeting at 1.45PM.



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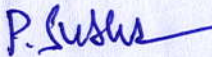




- 1 Dr. V. Alagarsamy
- 2 Dr. P. Subhash Chandra Bose 
- 3 Mrs. M. T. Sulthana 
- 4 Mr. R. Ravi 
- 5 Mr. Mallick Maidul 
- 6 Ms. Afiya 


Date: 14/07/2022

Minutes of meeting

The student grievances redressal committee was held on 13/07/2022 , 2 PM to 3 PM in ground floor class room to address the grievances that is informed to the girls representative of this committee regarding maintenance of wash rooms and its cleanliness. The committee has resolved issue immediately by allotting more man power to ensure properly cleanliness in the mentioned premises and committee also gives assurance that proper cleanliness will be maintained in near future also.

Attended by,

S. No	Name of the member	Authority	Position	Signature
1	Dr. V. Alagarsamy	Principal, Head of the Institution	Chairman	
2	Dr. P. Subhash Chandra Bose	Professor	Member	
3	Mrs. M. T. Sulthana	Professor	Women Member	
4	Mr. R. Ravi	AAO	Non teaching representative	
5	Mr Malick	Student Representative (Boys)	Student Member	
6	Ms. Afiya	Student Representative (Girls)	Student Member	


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DATE: 13/03/2023

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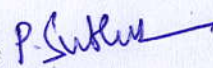



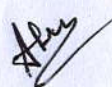
This is to inform that student grievance redressal committee meeting will be held on 15/03/2023, 1PM to 2 PM at the First floor classroom, MNR College of Pharmacy.

All the committee members are requested to attend the meeting at 1.45PM.


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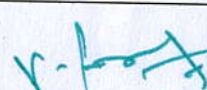
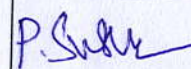
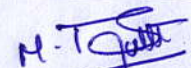



- 1 Dr. V. Alagarsamy
- 2 Dr. P. Subhash Chandra Bose 
- 3 Mrs. M. T. Sulthana 
- 4 Mr. R. Ravi 
- 5 Mr. Mallick Maidul 
- 6 Ms. Afiya 

Date: 16/03/2023

Minutes of meeting

The student grievances redressal committee was held on 15/03/2023, 2 PM to 3 PM in ground floor class room to address the grievances that is informed to the chairman of this committee regarding and shortage of reference books in the library. The committee has resolved issue by assuring the more number of reference books in order to avoid the shortage of books for upcoming semester.

Attended by,

S. No	Name of the member	Authority	Position	Signature
1	Dr. V. Alagarsamy	Principal, Head of the Institution	Chairman	
2	Dr. P. Subhash Chandra Bose	Professor	Member	
3	Mrs. M. T. Sulthana	Professor	Women Member	
4	Mr. R. Ravi	AAO	Non teaching representative	
5	Mr Malick Maidul	Student Representative (Boys)	Student Member	
6	Ms. Afiya	Student Representative (Girls)	Student Member	


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STUDENT GRIEVANCE FORM

- 1) Student Name:
- 2) Course/Branch:.....
- 3) Semester:.....
- 4) Registration No.:.....
- 5) Contact No. :.....
- 6) Email id:.....
- 7) Area of Grievance : Acedamic

Co – curricular

Discipline

Hostel

Any other

☐☐☐☐☐

(for office use)
Complaint No.:

Date:

8) Duration/ Date of the Problem or Incidence:

9) Description of the problem/incident:.....

.....

.....

.....

.....

Signature of Student

Date:

V. Arjun

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