



**SAROJINI NAIDU VANITA PHARMACY MAHA VIDYALAYA**

(Sponsored by the Exhibition Society), Tamaka, Secunderabad

Affiliated to Osmania University, Approved by AICTE & PCI

ISO 9001: 2015 Certified Institution, NBA Accredited B. Pharmacy Course

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# **GRIEVANCES AND REDRESSAL COMMITTEE 2022-23**



## SAROJINI NAIDU VANITA PHARMACY MAHA VIDYALAYA

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College for Women (Sponsored by The Exhibition Society), Tamaka, Secunderabad

Affiliated to Osmania University, Approved by AICTE & PCI

ISO : 9001 : 2015 Certified Institution

NBA Accredited B. Pharmacy Course

Ref.: SNVPMV/

Date: 21/2/2022

### CONSTITUTION OF GRIEVANCES AND REDRESSAL COMMITTEE

Sarojini Naidu Vanita Pharmacy Mahavidyalaya established Grievance cell in the year 2018 in the month of March, with the aim to address the grievances from students, parents, teaching and non-teaching staff.

Following are the members of Grievances Redressal Committee for the academic year 2022-23.

The Committee members shall resolve and redress the grievances of students, parents and others concerned from time to time and as and when required

### GRIEVANCES AND REDRESSAL COMMITTEE MEMBERS

Name	Designation	Position	Signature
Dr.T.SarithaJyostna	Principal	Chairman	
Dr.S.Hemalatha	Professor&HOD	Member- Convener	
Dr.S. AnuradhaBai	AssociateProfessor	Member	
Dr.B.S. IvaJyothi	AssociateProfessor	Member	
Smt. N.Indira Rani	AssistantProfessor	Member	

PRINCIPAL



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DATE:16/07/2022

### CIRCULAR

The meeting of Grievance and redressal committee will be held on 17<sup>th</sup> July 2022 at 11:30 A.M at SNVPMV Faculty Meeting Hall.

#### AGENDA:

- Grievance1: A student alleged that they have Lack of Diversity and Inclusion.
- Grievance2: A student addressed about the Lack of Access to Resources in the college.
- Grievance 3: A faculty complained about the Excessive Workload.

*T. Sankarjoshi*  
PRINCIPAL



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### MINUTES OF GRIEVANCE AND REDRESSAL COMMITTEE MEETING

Minutes of Grievance and redressal committee is held on 17<sup>th</sup> July 2022 at 11:30 A.M at SNVPMV Faculty Meeting Hall

- |                        |           |   |
|------------------------|-----------|---|
| 1. Dr.T.Sarita Jyostna | -Chairman |  |
| 2. Dr.S.Hemalatha      | -Convener |  |
| 3. Dr.Anuradha         | -Member   |  |
| 4. Dr.B. Shiva Jyothi  | -Member   |  |
| 5. Mrs. N.Indira Rani  | -Member   |  |

After discussing the agenda, the committee unanimously resolved the following :

- The Members will follow up with the student in Grievance 1 and Promote diversity and Inclusion by organizing cultural awareness programs, Supporting student organizations, and creating an inclusive curriculum. Encourage open dialogues about diversity issues.
- The committee will look into the issue of Grievance 3. If students have limited access to educational resources, institutions can provide more accessible libraries, computer labs, and online resources. They can also offer financial aid, scholarships or affordable text books to reduce the cost burden
- The Chairperson will meet the employee in Grievance 3. If the employee believes the workload is heavy, the institutions can consider reviewing course requirements and ensuring that they align with academic standards.

  
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# **GRIEVANCES AND REDRESSAL COMMITTEE 2021-22**



## SAROJINI NAIDU VANITA PHARMACY MAHA VIDYALAYA

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ISO : 9001 : 2015 Certified Institution

NBA Accredited B. Pharmacy Course

Ref.: SNVPMV/

Date: 8/2/2021

### CONSTITUTION OF GRIEVANCES AND REDRESSAL COMMITTEE

Sarojini Naidu Vanita Pharmacy Maha Vidyalaya established Grievance cell in the year 2018 in the month of March, with the aim to address the grievances from students, parents, teaching and non-teaching staff.

Following are the member of Grievances Redressal Committee for the academic year 2021-22.

The Committee members shall resolve and redress the grievances of students, parents and others concerned from time to time and as and when required

### GRIEVANCES AND REDRESSAL COMMITTEE MEMBERS

Name	Designation	Position	Signature
Dr.T.Saritha Jyostna	Principal	Chairman	
Dr.S.Hemalatha.	Professor &HOD	Member- Convener	
Dr.Anuradha	Associate Professor	Member	
Smt.Muni Sireesha	Assistant Professor	Member	
Smt .K.Vinutha	Assistant Professor	Member	

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DATE:16/07/2021

### CIRCULAR

The meeting of Grievance and redressal committee will be held on 20<sup>th</sup> July 2021 at 11:30A.M at SNVPMV Faculty Meeting Hall.

#### AGENDA:

- Grievance1:A student alleged that they had been unfairly graded in a recent exam.
- Grievance2: An employee alleged that they had been harassed by a colleague.

  
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### MINUTES OF GRIEVANCE AND REDRESSAL COMMITTEE MEETING

Minutes of Grievance redressal committee is held on 20<sup>th</sup> July 2021 at 11:30 A.M at SNVPMV Faculty Meeting Hall.

- |                       |                  |   |
|-----------------------|------------------|---|
| 1. Dr.T.SaritaJyostna | -Chairman        |  |
| 2. Dr.S.Hemalatha     | -Convener-Member |  |
| 3. Dr. S .Anuradha    | -Member          |  |
| 4. Mrs.Muni.Sireesha  | -Member          |  |
| 5. Mrs.K.Vinutha      | -Member          |  |

After discussing the agenda , the committee unanimously resolved the following:

- The Member Secretary will follow up with the student in Grievance 1 to gather more information about their complaint.
- The Chairperson will meet with the employee in Grievance 2 to discuss their allegation of harassment.
- The Chairperson announced that the Grievance Committee will be hosting a workshop for students and employees on how to submit and resolve grievances.
- The Member suggested that the Grievance Committee develop a more robust system for tracking and monitoring grievances.

  
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# **GRIEVANCES AND REDRESSAL COMMITTEE 2020-21**



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Ref.: SNVPMV/

Date: 10/2/2020

### CONSTITUTION OF GRIEVANCES AND REDRESSAL COMMITTEE

Sarojini Naidu Vanita Pharmacy Mahavidyalaya established Grievance cell in the year 2018 in the month of March, with the aim to address the grievances from students , parents , teaching and non-teaching staff .

Following are the member of Grievances Redressal Committee for the academic year 2020-21.

The Committee members shall resolve and redress the grievances of students, parents and others concerned from time to time and as and when required

### GRIEVANCES AND REDRESSAL COMMITTEE MEMBERS

Name	Designation	Position	Signature
Dr. V. Jyothi	Principal	Chairman	
Dr. T. Saritha Jyostna	Professor & HOD	Member- Convener	
Dr. S.Hemalatha	Associate Professor	Member	
Dr .S. Anuradha	Associate Professor	Member	
Smt. K .Vinutha	Assistant Professor	Member	K.vinutha

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DATE : 15/06/2020

### CIRCULAR

The meeting of Grievance redressal committee will be held on 16<sup>th</sup> June 2020 at 11:30 A.M at SNVPMV Faculty Meeting Hall.

#### AGENDA:

- Grievance 1: Grievance about quality of food at hostel mess from hostilities.
- Grievance 2: Grievance about the check -in- time extension from postgraduate students .
- Grievance 3 : Grievances redressal about extension of library timings during university exams.
- To discuss actions taken on the minutes of the previous meeting.

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### MINUTES OF GRIEVANCE-REDRESSAL COMMITTEE MEETING

Minutes of Grievance-redressal committee is held on 16<sup>th</sup> June 2020 at 11:30 A.M at SNVPMV Faculty Meeting Hall .

1. Dr.V.Jyothi - Chairman 
2. Dr. T .Sarita Jyostna - Convener 
3. Dr.S.Hemalatha - Member 
4. Dr. S.Anuradha - Member 
5. Mrs. K. Vinutha - Member 

After discussing the agenda, the committee unanimously resolved the following:

- Grievance 1: Hostel committee was suggested to look into the quality of food in the hostel mess.
- Grievance 2: The committee discussed about the check-in-time extension for post graduate students and decided not to relax the same.
- Grievance 3: The library committee will be asked to look into the possibility of extension of library timing to 9:00 PM during the university exams. Chief librarian will be instructed to extend the library timings.
- Suggestions box : There were no suggestions received from the suggestion box.



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# **GRIEVANCES AND REDRESSAL COMMITTEE 2019-20**



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Ref.: SNVPMV/

Date: 11/2/2019

### CONSTITUTION OF GRIEVANCES AND REDRESSAL COMMITTEE

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Following are the member of Grievances Redressal Committee for the academic year 2019-20.

The Committee members shall resolve and redress the grievances of students, parents and others concerned from time to time and as and when required

### GRIEVANCES AND REDRESSAL COMMITTEE MEMBERS

Name	Designation	Position	Signature
Dr. V. Jyothi	Principal	Chairman	
Dr. T. Saritha Jyostna	Professor & HOD	Member- Convener	
Dr. S.Hemalatha	Associate Professor	Member	
Dr . S. Anuradha	Associate Professor	Member	
Smt.N. Indira Rani	Assistant Professor	Member	

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DATE : 15/06/2019

### CIRCULAR

The meeting of Grievance-redressal committee will be held on 16<sup>th</sup> June 2019 at 11:30 A.M at SNVPMV Faculty Meeting Hall.

### AGENDA:

- Grievance 1: A student complained that a professor was being verbally abusive in class.
- Grievance 2: An employee complained that they were being discriminated against due to their age.
- To discuss actions taken on the minutes of the previous meeting.

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### MINUTES OF GRIEVANCE-REDRESSAL COMMITTEE MEETING

Minutes of Grievance redressal committee is held on 16<sup>th</sup> June 2019 at 11:30

A.M at SNVPMV Faculty Meeting Hall

1. Dr.V.Jyothi - Chairman 
2. Dr. T .Sarita Jyostna - Convener 
3. Dr.S.Hemalatha - Member 
4. Dr.S. Anuradha - Member 
5. Mrs. N.Indira Rani - Member 

After discussing the agenda, the committee unanimously resolved the following:

- Grievance 1: The Committee will meet with the professor to discuss the student's complaint. The Committee will also meet with the student to get more information and to see if there is anything else that can be done to resolve the issue.
- Grievance 2: The Committee will investigate the employee's complaint of discrimination. The Committee will meet with the employee to get more information and to see if there is any evidence to support their claim. The Committee will also meet with the employee's supervisor to get their perspective on the situation.
- The Committee may also decide to take other actions on the new grievances, such as mediation, referring the grievances to other departments, or taking disciplinary action against the individuals involved.
- The Committee may also discuss other grievances at its meetings, such as grievances that are still under investigation or grievances that have been resolved.
- The Committee may also decide to discuss other topics at its meetings, such as ways to improve the grievance process or ways to prevent grievances from happening in the first place



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# **GRIEVANCES AND REDRESSAL COMMITTEE 2018-19**



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DATE:2/06/2018

### CIRCULAR

The meeting of Grievance redressal committee will be held on 16<sup>th</sup> June 2018 at 11:30A.M at SNVPMV Faculty Meeting Hall.

#### AGENDA:

- Grievance 1: Grievance redressal about academic issues like completion of syllabus , teaching methods , assessments and non-academic like classroom management , cleaning at various places in the college ,college facilities etc.
- Grievance 2: Complaints by Students , parents can be made in writing or oral to the Principal / Staff .
- Grievance 3: Grievances related to attendance , grievance related to charging offees , related queries and complaints related to examinations , irregularities in the timetable , delayed results are also to be addressed.
- These complaints and such other matters suggested by the members will be discussed.

  
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### MINUTES OF GRIEVANCE AND REDRESSAL COMMITTEE MEETING

Minutes of Grievance-redressal committee is held on 16<sup>th</sup> June 2018 at 11:30A.M at SNVPMV Faculty Meeting Hall

- |                       |           |   |
|-----------------------|-----------|---|
| 1. Dr.V.Jyothi        | -Chairman |  |
| 2. Dr.T.SaritaJyostna | -Convener |  |
| 3. Dr.S.Hemalatha     | -Member   |  |
| 4. Dr.S.Anuradha      | -Member   |  |
| 5. Mrs.N.Indira Rani  | -Member   |  |

After discussing the agenda, the committee unanimously resolved the following:

- Grievance 1: Syllabus completion status was collected from all the staff members .teaching methods were told to be improvised .
- Grievance 2: A circular was sent to non- teaching staff regarding the cleanliness of the college premises, classrooms and wash rooms.
- Grievance 3: The complaints related to attendance , irregularities in the time table and reasons for delayed results were enquired from the university .
- Suggestions box: there were no suggestions in the suggestion box.

  
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