



**Mechanisms for submission of online/offline
students' grievances**

Grievance Procedure:

Initiation: Students can submit written complaints to the Grievance Redressal Cell, their HOD, or a designated suggestion box. The complaint should clearly state the nature of the concern and any relevant details.

Investigation: The Grievance Redressal Cell faculty will review the complaint and may conduct an investigation as necessary. The student may be contacted for further details or clarification.

Resolution: The Grievance Redressal Cell will attempt to resolve the complaint within one week, depending on the complexity of the issue. The student will be informed of the decision and any proposed solutions.

Escalation: If the student is not satisfied with the resolution, they can escalate the grievance to the principal or their designated representative. The principal will review the case and provide a final decision.

Confidentiality:

All complaints and investigations will be conducted with the utmost confidentiality. The College will not disclose any student information without their consent, except where required by law.

Timeliness:

The College is committed to addressing student grievances promptly and fairly. The Grievance Redressal Cell will strive to resolve complaints within one week, with more complex issues potentially requiring additional time.

Review and Improvement:

The College will periodically review the Grievance Redressal Policy to ensure its effectiveness and compliance with relevant regulations. Students are encouraged to provide feedback on the system through the suggestion boxes or directly to the Grievance Redressal Cell faculty member(s).


PRINCIPAL
Sarojini Naidu Vanita Pharmacy Maha Vidyalaya
Vijayapuri Colony, S. Taleguda, Tamaka,
Secunderabad-500 017



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

Grievance Form

Nature of

Grievance:

| Complainant Name | Department/Semester, Branch | Date | Sign & Phone No |
|------------------|-----------------------------|------|-----------------|
| | | | |
| | | | |
| | | | |

| Submitted to | Date | Signature | Action Taken | Signature |
|--------------|------|-----------|--------------|-----------|
| | | | | |
| | | | | |
| | | | | |

A separate sheet may be attached as annexure if the space provided is insufficient

| Complainant Name | Department | Date | REMARKS |
|------------------|------------|------|---------|
| | | | |
| | | | |
| | | | |

Note: Kindly resolve this within a week

Report submitted to Principal / Registrar for Remarks:


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Grievance redressal mechanism hosted in HEI website

The screenshot shows the website of Sarojini Naidu Vanita Pharmacy Maha Vidyalaya. The header includes the college name, establishment year (1997-1998), sponsor (Exhibition Society), affiliation (Osmania University), and accreditation (AICTE & PCI). It also lists the EAMCET code (SNVM) and PGECET code (SNVM). The navigation menu includes Home, About Us, Academic, Faculty, Events, Library, Training & Placement, Alumni, Committees, RTI, NAAC, IQAC, NIRF, Gallery, and Feedback. The 'Committees' dropdown menu is open, showing options for Anti Ragging Committee, Internal Complaint Committee, Minority Cell Committee, OBC Cell Committee, Committee for SCST, Grievance and Redressal Committee, Online Grievance Form, Reports, and Mechanism of Redressal. The 'Grievance and Redressal Committee' option is highlighted in red. Below the menu, there is a QR code for payment, a photo of a man speaking at a podium during a conference, and a news item about a workshop on 'The Psychology of Self Discovery'.


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