



# SAROJINI NAIDU VANITA PHARMACY MAHA VIDYALAYA

(Sponsored by the Exhibition Society) Tarnaka, Secunderabad.

Affiliated to Osmania University, Approved by PCI

ISO : 21001:2018 Certified Institution

(Accredited with Grade A+ by NAAC), NBA Accredited B.Pharmacy Course

Ref.: SNVPMV/

Date : 22/04/2025

## Constitution of the Grievances and Redressal Committee (GRC) for the academic year 2025-26

In compliance with the University Grants Commission (Redress of Grievances of Students) Regulations, 2023, and to ensure a fair, transparent, and timely mechanism for addressing grievances of students, the Grievances and Redressal Committee (GRC) of Sarojini Naidu Vanita Pharmacy Maha Vidyalaya is hereby constituted with immediate effect.

**1. Objectives of the Committee:** The primary objectives of the Grievances and Redressal Committee are:

- To provide opportunities for the redressal of grievances of students already enrolled in the institution, as well as those seeking admission.
- To address and resolve complaints related to academic matters, financial issues, administrative problems, or any other grievances in a judicious and transparent manner.
- To foster a conducive educational atmosphere by upholding the dignity of students and ensuring their concerns are heard without inhibition.

**2. Composition of the Grievances and Redressal Committee (GRC):** The committee shall comprise the following members:

Name	Designation	Position in GRC	Signature
Dr. T. Mamatha	Principal	Chairman	
Dr. B. Siva Jyothi	Associate Professor	Member-Convener	
Dr. S. Hemalatha	Professor & HOD	Member	
Dr. S. Anuradha Bai	Professor	Member	
Smt. N. Indira Rani	Assistant Professor	Member	
Ms. M. Lahari	Student (Pharmaceutical Analysis)	Member	

**3. Term of the Committee:** The term of the Chairperson and all Members of the Committee shall be for a period of two years from the date of this order. The term of the special invitee (student representative) shall be one year.

**4. Quorum:** The quorum for any meeting of the Grievances and Redressal Committee, including the Chairperson but excluding the special invitee, shall be three members.

**PRINCIPAL**  
Sarojini Naidu Vanita Pharmacy Maha Vidyalaya  
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**5. Functions and Responsibilities:** The GRC shall be responsible for:

- Receiving written complaints from aggrieved students.
- Acknowledging the receipt of complaints and informing the complainant about the process and timeline.
- Investigating the complaints, which may involve gathering information from relevant parties and conducting hearings if necessary.
- Striving to resolve grievances in a just and fair manner, and communicating the decision to the complainant.
- Sending its report with recommendations, if any, to the competent authority of the institution and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- Monitoring and reporting on the status of grievances and their resolutions to higher authorities as required by UGC guidelines.

**6. Procedure for Filing a Grievance:** Students may submit their grievances in a written format to the Chairperson or any member of the GRC. An online redressal mechanism may also be made available for convenience.

This order comes into force with immediate effect. All concerned are requested to take note and extend their full cooperation for the effective functioning of the committee.

(Dr. T. Mamatha)  
Principal

PRINCIPAL  
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