



SAROJINI NAIDU VANITA PHARMACY MAHA VIDYALAYA (Co-Ed.)

(Sponsored by the Exhibition Society)

Affiliated to Osmania University, Approved by Pharmacy Council of India, New Delhi
NBA Accredited B.Pharmacy Course - NAAC Accredited with A+ Grade
UGC AUTONOMOUS INSTITUTION

Ref.: SNVPMV/ Admin /2026/074

Date : 09/06/2026

CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE

Sarojini Naidu Vanita Pharmacy Maha Vidyalaya (Co-Ed.) established a Grievance Redressal Committee in March 2018, with the intention of addressing the Grievances of students, teaching staff, and non-teaching staff. The following are the members of the Grievances Redressal Committee for the Academic years 2026-2028. The Committee members shall resolve and redress the grievances of students, teaching staff, and non-teaching staff concerned as and when required

Grievance Redressal Committee Members

S.No	Name	Position	Signature
1.	Dr.B.Haarika	Chairperson	B. Haarika
2.	Sri. B. Hanumanth Rao	Member	S. Hanumanth Rao
3.	Smt. V. Swapna Madhuri	Member	Swapna
4.	Dr. T. Mamatha	Member	T. Mamatha
5.	Dr. T. Venu	Member	T. Venu
6.	Dr. P. Ravi Kumar	Member	P. Ravi Kumar
7.	Smt. P. M. Sameera	Member	P. M. Sameera
8.	Ms. Rafya Sultana	Student Member	Rafya Sultana
9.	Dr. B. Siva Jyothi	Member Secretary	B. Siva Jyothi


PRINCIPAL

Sarojini Naidu Vanita Pharmacy Maha Vidyalaya (Co-Ed)
UGC Autonomous Institution
Vijayapuri Colony, Tarnaka, Secunderabad-500 017

H.No. 12-5-31 & 32, Vijayapuri Colony, Tarnaka, Secunderabad - 500 017. Telangana, INDIA.

Phone : 040-27002221, Mobile : 92480 77972

e-mail : principal@snvpharmacycollege.com www.snvpharmacycollege.com



SAROJINI NAIDU VANITA PHARMACY MAHA VIDYALAYA (Co-Ed.)

(Sponsored by the Exhibition Society)

Affiliated to Osmania University, Approved by Pharmacy Council of India, New Delhi
NBA Accredited B.Pharmacy Course - NAAC Accredited with A+ Grade
UGC AUTONOMOUS INSTITUTION

Ref.: SNVPMV/Admin/2026/066

Date : 03/06/2026

CIRCULAR

Subject: First Meeting of the Reconstituted Student Grievance Redressal Committee

This is to inform all the newly nominated members that the inaugural meeting of the reconstituted **Student Grievance Redressal Committee (SGRC)** is scheduled to be held as per the details below:

- **Date:** June 06, 2026
- **Time:** 11:00 AM
- **Venue:** SNVPMV Board Room
- **Chairperson:** Dr.B. Haarika

As this is the first meeting following the committee's official formation, the primary objective is to finalize the operational framework, establish standard operating procedures, and define member's responsibilities to ensure a transparent and legally compliant redressal process.

Agenda Points for Discussion:

1. Welcome address by the Chairperson and formal self-introductions of all committee members.
2. Review of the constitutional mandate, institutional scope, and statutory compliance guidelines.
3. Finalization of committee roles, responsibilities, and determination of the official meeting quorum.
4. Establishment of Standard Operating Procedures (SOPs), grievance submission channels, and strict confidentiality protocols.
5. Setting the timeline for case resolution (Turnaround Time) and defining the reporting/escalation matrix.
6. Planning the awareness drive to introduce the committee to the institution/campus.
7. Assign a member to compile today's decisions into a formal Standard Operating Procedure (SOP) handbook for approval at the next meeting.
8. Setting a fixed calendar for routine reviews (e.g., first Monday of every month, or quarterly) and outlining the process for calling emergency meetings.
9. Confirm who the committee submits its final recommendations to (e.g., Principal or Governing body) for executive action.

H.No. 12-5-31 & 32, Vijayapuri Colony, Tarnaka, Secunderabad - 500 017. Telangana, INDIA.

Phone : 040-27002221, Mobile : 92480 77972

e-mail : principal@snavpharmacycollege.com www.snvpharmacycollege.com

10. Any other matter with the permission of the Chair.

11. Formal closing by the Member Secretary.

All designated members are earnestly requested to make it convenient to attend the meeting punctually.

Your valuable insights will be crucial in laying down a robust foundation for the committee's future functioning.



Dr. B. Haarika

Sarojini Naidu Vanita Pharmacy Maha Vidyalaya (Co-Ed)
UGC Autonomous Institution
Vijayapuri Colony, Tarnaka, Secunderabad-500 017

Chairperson, Grievance Redressal Committee

Sarojini Naidu Vanita Pharmacy Maha Vidyalaya (Co-Ed)

Copy to:

1. The Head of the Institution / Management for kind information.
2. All concerned Committee Members.
3. Administrative Office for records.

SAROJINI NAIDU VANITA PHARMACY MAHA VIDYALAYA(Co-Ed)

(Sponsored by the Exhibition Society), Tarnaka, Secunderabad

UGC AUTONOMOUS INSTITUTION

Affiliated to Osmania University, Approved by PCI

NBA Accredited B. Pharmacy Course

Accredited A+ grade by NAAC

Minutes of the Meeting

Date: 06.06.2026

Day: Saturday

Time: 11.15 AM- 1.30 PM

Venue: Board Room, SNVPMV (Co-Ed)

The Following Members were present

S.NO	NAME	POSITION	Signature
1.	Dr. B. Haarika	Chairperson	B. Haarika
2	Sri. B. Hanumanth Rao	Member	Sri. B. Hanumanth Rao
3.	Smt. V. Swapna Madhuri	Member	Swapna
4.	Dr. T. Mamatha	Member	Dr. T. Mamatha
5.	Dr. T. Venu	Member	Dr. T. Venu
6.	Dr. P. Ravi Kumar	Member	Dr. P. Ravi Kumar
7.	Smt. P. M. Sameera	Member	Smt. P. M. Sameera
8.	Ms. Rafya Sultana	Student Member	Ms. Rafya Sultana
9.	Dr. B. Siva Jyothi	Member Secretary	Dr. B. Siva Jyothi

The newly constituted Grievance Redressal Committee, formed as per the UGC Autonomous guidelines, deliberated on the resolutions placed before it and the following decisions were taken:

1. The Chairperson, Dr. B. Haarika, welcomed all the members to the meeting and highlighted the significance and objectives of the committee.
2. The Chairperson requested all the members to introduce themselves.

3. The committee decided to continue with the existing composition of members.
4. It was resolved to retain the name as "Grievance Redressal Committee" instead of "Student Grievance Redressal Committee", as the committee is meant to address grievances of staff, students and Others.
5. The committee decided to conduct meetings when a minimum of 50% of the members, along with the Chairperson.
6. The committee discussed the Standard Operating Procedure (SOP) for addressing grievances.
7. It was decided that every grievance shall be resolved within a maximum period of 60 days.
8. The committee resolved to implement both online and offline grievance mechanisms and ensure acknowledgement is issued whenever a grievance is received.
9. The roles and responsibilities of all committee members were discussed in detail.
10. The committee decided to create awareness about the Grievance Redressal Committee among students and staff during orientation programmes, Fresher's Day, Annual Day celebrations, and other institutional events.
11. It was decided that the Grievance Redressal Committee shall meet quarterly, preferably on the first Saturday of every quarter. Emergency meetings can be conducted as and when required.
12. The committee resolved that examination and evaluation-related grievances shall be excluded from the Grievance Redressal registration form, as such those grievances are being addressed separately by the Examination Branch through an independent process.
13. Grievance registration forms shall be made available to mentors.
14. Students should submit grievances through mentors, complaint boxes. or online grievance portal in website of SNVPMV.

Head of the Department (HOD) → Principal → Secretary of the institution of SNVPMV.

16. The hierarchy for addressing students grievances shall be:
Mentor → Class incharge → Head of the Department (HOD) → Principal → Secretary of the institution of SNVPMV.

17. The committee decided to appoint an Ombudsperson, and the details shall be made available on the institution's website so that students may approach the Ombudsperson if they are not satisfied with the committee's decision.

18. It was proposed that O.U nominee of GB can be an Ombudsperson.

19. The committee decided that all grievances received and the corresponding Action Taken Reports (ATR) shall be submitted to the Principal at the end of every semester / annually.

20. The composition and details of the Grievance Redressal Committee with contact numbers shall be displayed on the notice boards near Administrative Office and Library, for the information of students and staff.

21. Any grievance received by the Mentor shall be collected by the Member Secretary and placed before the Committee during the meeting.

22. The member secretary summarized the key decisions taken during the meeting and appreciated the valuable inputs provided by the members. The member secretary proposed a formal Vote of thanks, expressing gratitude to the chairperson and members for their active participation and guidance.

The meeting concluded with thanks to the chair and members

B. Hanita
Chairperson

Grievance Redressal Committee

Sarojini Naidu Vanita Pharmacy Maha Vidyalaya (Co-Ed)

Sarojini Naidu Vanita Pharmacy Maha Vidyalaya (Co-Ed)
UGC Autonomous Institution
Vijayapuri Colony, Tarnaka, Secunderabad-500 017