

Shri Vishnu College of Pharmacy, Autonomous, Bhimavaram

MECHANISM FOR GRIEVANCE REDRESSAL

A. Committees for Grievance Redressal:

The College has an effective Grievance redressal mechanism, consisting of several committees that focus on careful and sensitive handling of student grievances. The following committees are duly constituted for resolution of various types of grievances:

I. Internal Complaints Committee and Anti Sexual harassment cell:

Matters pertaining to sexual harassment and gender issues shall be addressed by **Internal Complaints Committee and Anti Sexual harassment cell (Woman Grievance cell)**

II. Anti-Ragging Committee:

Matters pertaining to Ragging shall be addressed by **Anti-Ragging Committee and Antiragging cell**

III. Grievance Redressal Committee:

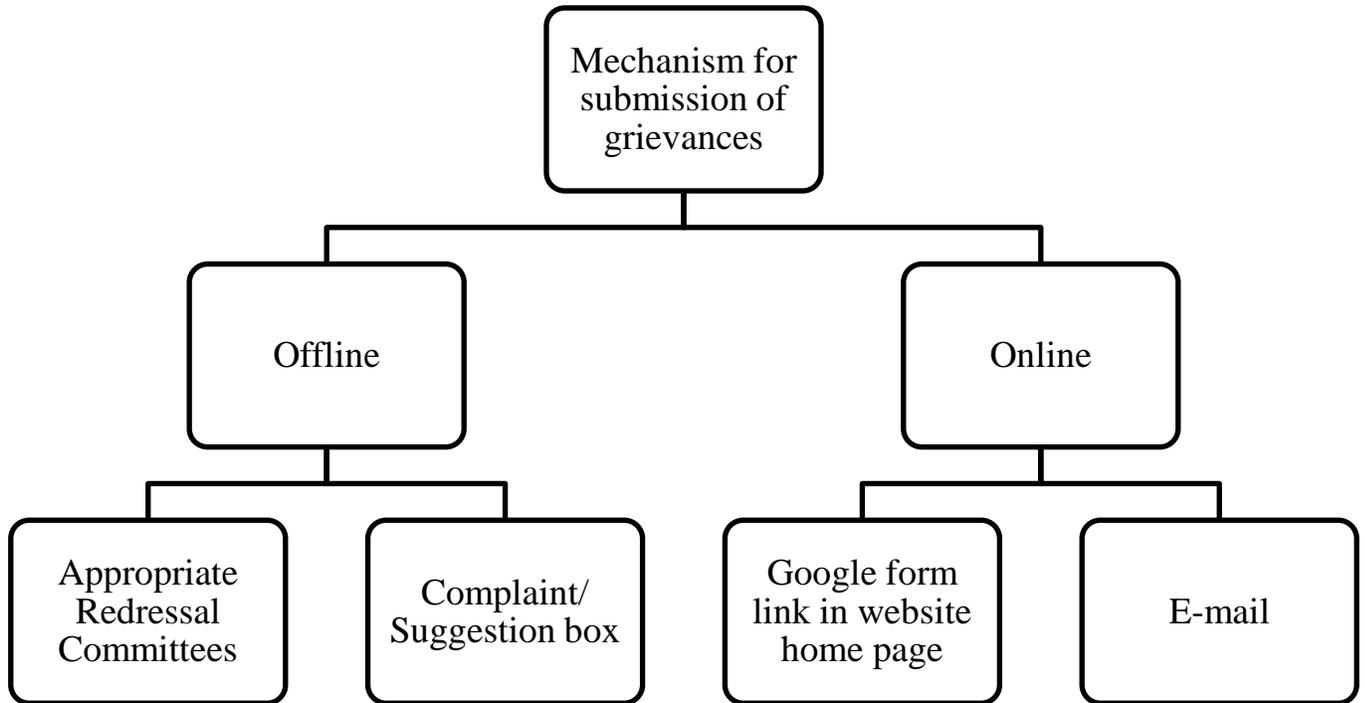
1. Matters pertaining to general grievances shall be addressed by **Grievance Redressal Committee**
2. Matters pertaining to Hostel shall be addressed by **Hostel Committee**
3. Matters pertaining to Teaching-Learning shall be addressed by **Module committees & Program Academic committee**

For any other grievances not categorized above will be addresses by **Grievance Redressal Committee**

*The appellate authority for all matters of student grievance at College level is the Principal,
Shri Vishnu College of Pharmacy*

B. Mechanism for Offline/Online submission of Student Grievances:

Students may register their grievances through the following channels:



Procedure for Submission of Grievances Offline:

1. The details of all the committees and members will be circulated to the students in the beginning of every academic year
2. The aggrieved students may directly approach the class in-charges/ mentors/ members of the appropriate committee informally or with a written application.
3. In case of woman grievances and sexual harassment related issues, the students can approach the presiding officer or any other member of the committee and submit a written application to women grievance cell
4. In case of ragging related grievances, the aggrieved student (s) may directly inform any of the members of the Anti-Ragging Committee. The details of the Anti-Ragging Committee and Anti Ragging Cell are displayed in the notice boards at the college, hostels, circulated through message to students groups

5. Grievances, on plain paper, may be posted in complaint/suggestion box fixed in the college
6. For matters of teaching-learning, students are advised to first express their grievance to the concerned faculty members. On non-resolution of grievance, the student may approach the module coordinator or programme coordinator with a written application
7. Aggrieved student (s) may also submit their grievance in writing to the Principal, Shri Vishnu College of Pharmacy

Procedure for Submission of Grievances Online:

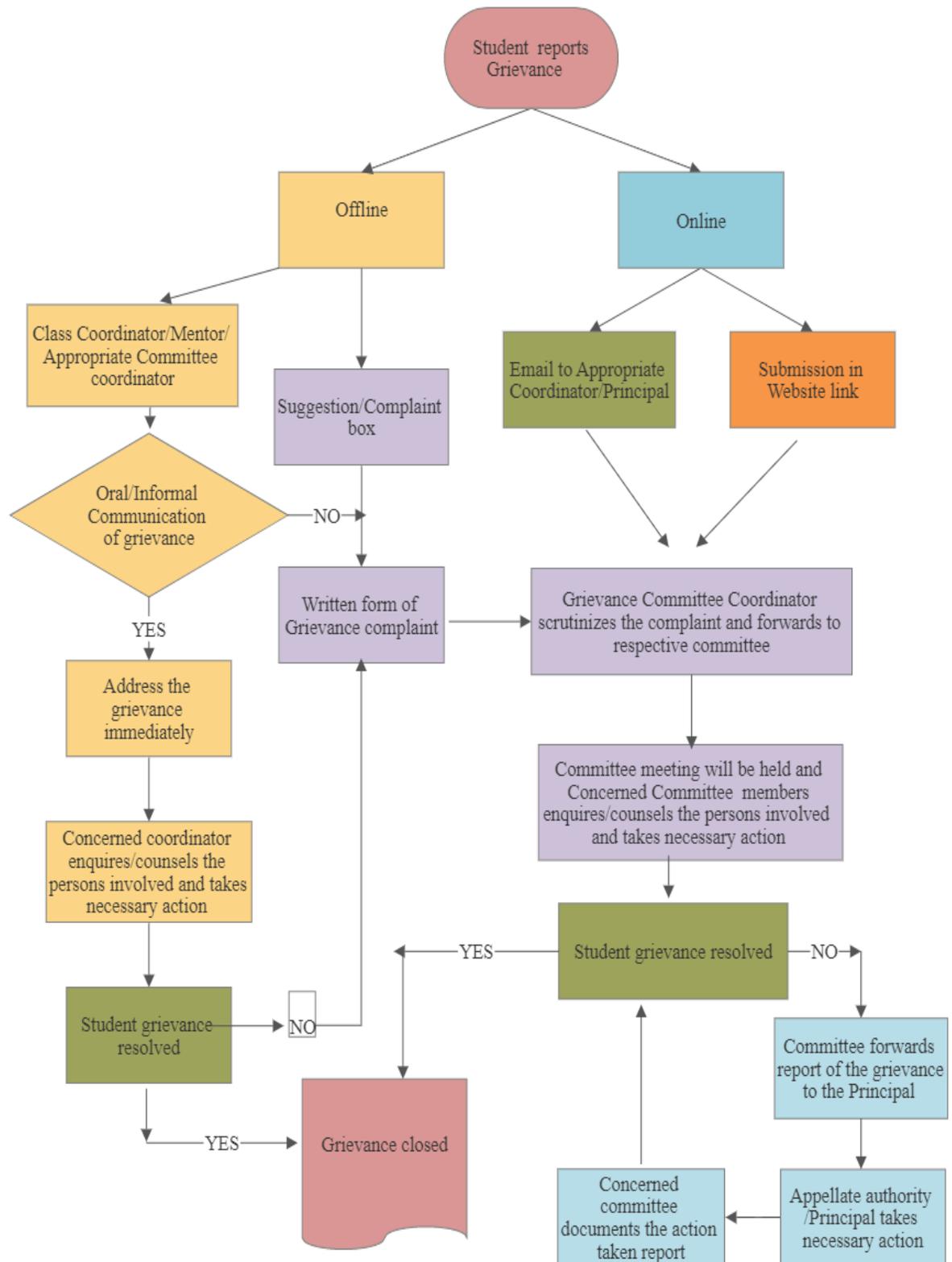
1. The student may register their grievance through the following links in the home page of the college website (redirects to another window in the browser):

Google form link for online submission of complaints:

https://docs.google.com/forms/d/e/1FAIpQLSf3hpQQcud878RSz9y6_hmhD75mrWRx2Lcnppp6graGdERh-Q/viewform

2. The aggrieved students may submit application through email to members of concerned committee. Email ids of faculty and principal are available in the contact list of student's college authenticated Email. Further the details of all the committees and members will be circulated to the students in the beginning of every academic year.
3. Aggrieved student (s) or any other stake holder may also submit their grievance through email to the Principal, Shri Vishnu College of Pharmacy

C. General procedure for Grievance Redressal:



Flow chart of general mechanism for Grievance redressal

GENERAL PROCEDURE FOR GRIEVANCE REDRESSAL

- Student or any stakeholder may lodge a complaint regarding any type of grievance through offline or online mode of submission. A complaint may be oral, by email, by filling google form or in writing.
- If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in written format in the drop box placed outside the office.
- Upon receipt of complaint, the Grievance committee coordinator will send a response to the complainant acknowledging the receipt of grievance immediately
- Grievances will be handled in different stages

Stage 1:

1. If the complainant approaches the mentor/committee coordinator and communicates the grievance orally/informally, the issue will be addressed immediately and the concerned coordinator will enquire/counsel all the persons involved in the issue.
2. If possible, the grievance will be resolved at this stage and if the complainant is satisfied with the action taken, the grievance will be closed.
3. If the complainant is not satisfied with the action taken, he/she may file a complaint in written format addressing the concerned committee coordinator to carry out further enquiry.

Stage 2:

1. Grievance committee coordinator receives all the written form of complaints either through email, google form entries or letters handed over by the students directly.
2. Suggestion/complaint box will be opened every 15 days and written complaints will be collected and forwarded to Grievance committee coordinator.
3. Grievances received by the Principal will be forwarded to Grievance committee coordinator
4. Grievance committee coordinator will segregate all the complaints based on the nature and severity of the complaint and forward to appropriate committee heads.
5. The respective committee coordinators upon receiving the complaints will held a committee meeting with all its members and enquire about the complaint.

6. The committee will inform all the persons involved in the issue to attend the enquiry whenever needed until the issue is resolved.
7. The grievance will be resolved at this stage and decision of the committee will be communicated to the student within 15 days of the receipt of the complaint.
8. If complainant is satisfied with the action taken, the grievance will be closed
9. If the complainant is not satisfied with the action taken by the committee, the complaint will be forwarded to the highest appellate authority/Principal along with the enquiry report of the committee.

Stage 3:

1. Grievances will be forwarded to the Principal from respective committees along with the enquiry report.
2. The Principal will conduct the further enquiry.
3. Based on the enquiry, necessary action will be initiated and the action taken will be communicated to the complainant within 15 days and the action taken report will be forwarded to the concerned committee for documentation.
4. The decision of the Principal, in such matters shall be final and there shall be no further appeal in the matter.
5. The complaint shall be considered as disposed off and closed.