



# Geethanjali College of Pharmacy

(Approved by PCI, New Delhi, Permanently Affiliated with JNTUH, Accredited by NAAC with an "A+" Grade, NBA- Accredited (B.Pharmacy) recognised under UGC Section 2F and 12B of the UGC Act, 1956, DSIR's SIRO, and H1/B1 of MSME, ISO 9001-2015 Certified.

**Cheeryal (V), Keesara (M), Medchal-Malkajgiri District. Telangana State - 501 301.**

## STUDENTS GRIEVANCES REDRESSAL COMMITTEE (SGRC)

In accordance with university Grants commission (UGC) (Redress of Grievances of Students) Regulations, 2019, and to ensure a transparent, fair, and responsive mechanism for addressing grievances, Geethanjali College of Pharmacy has constituted the Student's Grievance redressal committee (SGRC)

### Functions of the cell

Upholding the dignity of the College by ensuring strife free atmosphere in the college through promoting cordial Student-student relationship and student-teacher relationship etc.

Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized.

Suggestion/complaint Box have been installed in front of the Administrative Block in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.

Advising students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.


Advising all the students to refrain from inciting students against other students, teachers and college administration advising all staffs to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.

Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought into the notice of the principal.

### Facilities of the cell

The person is unwilling to appear in person; grievances may drop in writing at the letterbox/ suggestion box of the Grievance Cell across the institute.

Grievances may also be sent through e - mail to the officers in charge of students' grievances cell.

  
**PRINCIPAL**  
Geethanjali College of Pharmacy  
Cheeryal (V), Keesara (M),  
Medchal Dist., (T.S.) 501 301

Sponsored by **TEJA EDUCATIONAL SOCIETY, HYDERABAD**

Office : Sy. No. 33 & 34, Cheeryal (V), Keesara (M), Medchal-Malkajgiri (Dist.) Telangana State - 501 301.

Phone: +91 9959390412 Fax : +91-40-2422-320 Website : www.geethanjaliinstitutions.com

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## Committee Composition

Committee consists of one senior faculty as a coordinator and one faculty member from department.

S.No.	Names	Designation	Members	Functions and Responsibilities
1.	Dr.M.Ravi kumar	Professor & Principal	Chairperson	1.To develop a responsive and accountable attitude among all the students in order to maintain harmonious educational atmosphere in the institution 2. Helps Students to record their complaints and solve their problems related to academics,resources and personal grievances.
2.	Dr. S. Shobha Rani	Senior professor, JNTUH	Member	
3.	Sri.G.Ravinder Reddy	Secretary,Teja Educational Society	Member	
4.	Dr.P.Neeraja	Professor & HOD Pharmaceutics	Member	
5.	Dr. R. Siva Kumar	Professor	Member	
6.	Dr.Abdul Nazer Ali	Professor & HOD Pharmacy practice	Member	
6.	Dr. P. Shankaraiah	Associate Professor	Member	
7.	Mrs. P. Naga Chandrika	Assistant Professor	Member In-charge	
8.	Mrs. A. Madhavi	Assistant Professor	Member	
9.	Mr. Saramgapani	Social Welfare Officer	Member	
10	Dr. R. Sayanna	OMBUDSMAN, JNTUH		

## **Roles & Responsibilities of Coordinator – Student Grievance Redressal Cell (SGRC)**

The Coordinator of the Student Grievance Redressal Cell shall act as the nodal officer for effective functioning of the grievance mechanism and shall be responsible for the following duties:

### **1. Administrative Roles**

- Serve as the central point of contact for all grievance-related activities in the institution.
- Convene and coordinate meetings of the SGRC at regular intervals.
- Maintain proper documentation of grievances received, actions taken, and resolutions achieved.

*Signature*  
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- Ensure timely circulation of meeting notices, agendas, and minutes.

## 2. Grievance Handling

- Receive grievances from students through grievance box, email, online portal, or direct submission.
- Classify grievances into academic, administrative, examination-related, hostel, infrastructure, or behavioral categories.
- Forward grievances to the concerned committee members for discussion and resolution.
- Ensure fair, impartial, and confidential handling of each complaint.

## 3. Mediation & Resolution

- Act as a facilitator between students, faculty, and administration for resolving grievances.
- Recommend corrective and preventive measures to the Principal/Management for effective redressal.
- Monitor the implementation of decisions taken by the SGRC.
- Ensure resolution of complaints within the stipulated time frame as per AICTE/UGC/PCI guidelines.

## 4. Student Support & Awareness

- Create awareness among students about the objectives and functioning of the SGRC.
- Educate students on the procedures for submitting grievances.
- Ensure that students are not subjected to any form of retaliation after filing complaints.
- Organize orientation and sensitization programs on grievance redressal policies.

## 5. Reporting & Compliance


- Submit periodic reports of grievances and resolutions to the Principal/Head of Institution.
- Prepare and present annual reports for statutory and accreditation bodies such as PCI, AICTE, UGC, and NAAC.
- Ensure compliance with all regulatory guidelines on grievance redressal.
- Liaise with other statutory bodies (Anti-Ragging Committee, Internal Complaints Committee, Examination Cell, etc.) for overlapping issues.

## Roles & Responsibilities of Faculty Member – Student Grievance Redressal Cell (SGRC)

Faculty members of the SGRC play a crucial role in ensuring fair, transparent, and student-friendly grievance handling. Their responsibilities include:

### 1. Grievance Handling & Support

- Receive, review, and discuss grievances submitted by students in a fair and impartial manner.

  
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- Assist in identifying the nature of complaints (academic, administrative, examination-related, hostel, infrastructure, behavioral, etc.).
- Provide constructive suggestions for resolving issues at the earliest possible stage.
- Ensure confidentiality of student identity and sensitivity of the matter.

## 2. Mediation & Counselling

- Act as a mediator between students and faculty/administration for amicable resolution.
- Provide guidance and counselling to students wherever possible to prevent escalation.
- Encourage a healthy teacher–student relationship by addressing concerns with empathy and professionalism.

## 3. Committee Participation

- Actively participate in grievance cell meetings and contribute to decision-making.
- Support the Coordinator in preparing reports, maintaining records, and monitoring action taken.
- Suggest preventive measures and improvements to avoid recurrence of grievances.

## 4. Awareness & Student Welfare

- Educate students about their rights, responsibilities, and the functioning of the SGRC.
- Motivate students to use grievance mechanisms in a proper and constructive way.
- Promote a positive academic and campus environment by addressing issues proactively.

## 5. Reporting & Compliance

- Assist in preparing periodic and annual reports for the Principal/Head of Institution.
- Ensure decisions of the SGRC are implemented within the stipulated time frame.
- Contribute to compliance with AICTE/UGC/PCI regulations on grievance redressal.

  
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