



## **AGENDA:**

1. Review of grievances received and their redressal
2. Directing complaints to appropriate committees
3. Evaluation of the grievance redressal mechanism
4. Planning further efforts to enhance grievance resolution

## **Proceedings:**

### **1. Review of Grievances Received and Their Redressal:**

- The Chairperson informed the committee that no serious actionable concerns were received during the academic year 2025-26.
- Minor grievances related to administrative issues and classroom facilities were addressed promptly and resolved satisfactorily.

### **2. Directing Complaints to Appropriate Committees:**

It was noted that any complaints received which fell under the purview of other statutory/regulatory committees, such as the Anti Ragging Committee, Anti Sexual Harassment Committee, and Anti SC/ST Harassment Committee, were directed to the respective committees for specialized handling.

- The committee ensured that such referrals were documented and followed up to ensure proper resolution.

### **3. Evaluation of the Grievance Redressal Mechanism:**

- The committee discussed the current grievance redressal process and identified areas for improvement to make the mechanism more robust and responsive.
- Members emphasized the importance of confidentiality and timely resolution of grievances to maintain student trust in the system.

### **4. Planning Further Efforts:**

- To further strengthen the grievance redressal system, the committee decided to:
  - Organize awareness programs to educate students about the available grievance redressal mechanisms and encourage them to voice their concerns without fear.
  - Conduct training sessions for faculty and administrative staff on handling grievances sensitively and effectively.
  - Implement regular feedback sessions from students to continuously

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**Jijaya College of Pharmacy**  
Munganoor(V), Hayathnagar(M)  
R.R. Dist-501 511. TS

improve the grievance handling process.

- Ensure periodic reviews and updates to the grievance policy to align with the latest UGC guidelines and best practices in higher education institutions.
- Mail ID for grievances and a drop box which shall be seated and opened only in-front of GR committee.

### **Conclusion:**

The meeting concluded with a consensus that while no serious grievances were reported, continuous efforts are necessary to maintain and enhance the grievance redressal system. The committee is committed to fostering a supportive and responsive environment for all students at VCP.

### **Action Points:**

1. Organize awareness and training programs.
2. Regular feedback sessions with students.
3. Continuous review and improvement of the grievance redressal process.

### **Timely Redressal of Grievances through Appropriate Committees: Annual Reports of the Committees Monitoring Activities and Grievances Redressed to Prove Timely Redressal of Grievances**

Vijaya College of Pharmacy (VCP) is committed to cultivating a nurturing learning environment, recognizing the paramount importance of promptly addressing grievances to maintain a positive campus atmosphere. To fulfill this commitment, the institution has established several committees.

The **Anti-Ragging Committee**, overseen by a designated officer and comprising faculty members and student representatives, diligently ensures the eradication of ragging from the campus. In accordance with regulations set by the University Grants Commission (UGC), the committee convenes regularly to review complaints and take necessary actions.

Similarly, the **Women protection Committee**, led by a female faculty member and inclusive of faculty, non-teaching staff, and student representatives are tasked with addressing sexual harassment grievances. Operating in compliance with guidelines established by the Supreme Court of India, this committee meets regularly to review and address submitted grievances.

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Furthermore, Committees are in place to handle any issues related to indiscipline and in subordination.

In conclusion, Vijaya College of Pharmacy (VCP) underscores the critical importance of promptly addressing grievances. Through its committees, the institution stands ready to effectively address and redress grievances, encouraging students to utilize these communication avenues for appropriate resolution.

### Grievance Handling Authorities and Timelines

Ensuring grievances are promptly and effectively addressed is vital for nurturing a positive and supportive educational environment. Vijaya College of Pharmacy (VCP) gives utmost priority to resolving grievances swiftly through established mechanisms and committees. The following provides an extensive outline of the authorities responsible for handling grievances and the corresponding timelines for addressing different types of issues within the institution.

#### Overview of Grievance Handling Authorities and Timelines

Sl. no	Type of grievance	Head	Appellate authority	Time of redressal of grievance
1	women Harassment	Women protection Committee	Principal	Immediate
2	Ragging	Anti Ragging committee	Principal	Immediate
3	Indiscipline	HODs	Principal	Four days
4	Insubordination	Principal	Principal	Four days

#### Annual Reports of Grievance Redressal Committees

Vijaya College of Pharmacy (VCP) steadfastly honors its pledge to student welfare by maintaining transparent grievance procedures. Presented below are the annual reports spanning the last five academic years from the Anti-Ragging, womenprotection committees. These reports underscore the institution's unwavering commitment to cultivating a nurturing and encouraging educational milieu

  
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### **Annual Report of Anti-Ragging Cell**

Through a transparent mechanism ensuring the timely resolution of student grievances, including cases of ragging, Vijaya College of Pharmacy (VCP) is dedicated to promptly addressing and resolving student concerns. Presented here is a report detailing the annual number of grievances addressed by the institution.

#### **Reporting Period: Academic year 2025-2026**

No grievances related to ragging were reported in the year.

Vijaya College of Pharmacy (VCP) is delighted to announce that no student grievances were lodged were reported last academic year. This underscores the institution's dedication to nurturing a favorable and encouraging educational atmosphere for every student.

### **Annual Report of women protection Committee**

Utilizing a transparent process for promptly addressing student grievances, including instances of sexual harassment, Vijaya College of Pharmacy (VCP) remains steadfast in its commitment to resolving such issues in a timely manner. Presented below is a report detailing the annual count of grievances addressed by the institution.

#### **Reporting Period: Academic year 2025-2026**

No grievances related to ragging were reported in the year.

Vijaya College of Pharmacy (VCP) is pleased to announce that no instances of sexual harassment were reported last academic year. This underscores the institution's dedication to cultivating a positive and supportive educational environment for all students.

In conclusion, VCP showcases unwavering dedication to student welfare by upholding transparent grievance mechanisms. The absence of reported cases across the annual reports of the Anti-Ragging Committee and ,women protection Committee, during last academic year highlights the institution's commitment to cultivating a safe and supportive learning environment for all students.

#### **Over all Conclusions:**

Vijaya College of Pharmacy (VCP) upholds a steadfast commitment to student well-being and maintaining a positive learning atmosphere through transparent grievance procedures. The establishment of committees such as the Anti-Ragging and women protection Committees underscores the institution's dedication to promptly resolving grievances.

Over the past five years, the absence of reported cases across these committees underscores the college's effectiveness in nurturing a safe and supportive environment.

  
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