



# AVANTHI INSTITUTE OF PHARMACEUTICAL SCIENCES

(An ISO 9001:2015 Certified Institution) (Accredited by NAAC A<sup>+</sup>)

(Approved by P.C.I, New Delhi, Recognized by the Govt. of A.P., Affiliated to JNTU-GV, Vizianagaram)

Cherukupally (Village), Chittivalasa (SO), Bhogapuram (Mandal), Vizianagaram (Dist)-531162

[www.avanthipharma.ac.in](http://www.avanthipharma.ac.in), [principal@avanthipharma.ac.in](mailto:principal@avanthipharma.ac.in)

## STUDENT GRIEVANCE REDRESSAL COMMITTEE

In accordance with University Grants Commission (UGC) regulations, the institution hereby constitutes a Student Grievance Committee to address and redress grievances of students. The committee shall comprise of 3 senior most faculty members, students members, Special invitees who shall be nominated by the Principal and members. The committee shall meet at least once a month and shall have the power to investigate and redress grievances related to academic, administrative, and other student-related matters. The committee shall ensure that all grievances are addressed in a fair, impartial, and transparent manner, and shall submit a report to the Vice-Chancellor/Principal on a regular basis. The coordinators are directed to take the charge with immediate effect and act as per the standard operating procedure of respective committee, the convening order along with the members of the committee.

### **A. Collegiate Student Grievance Redressal Committee (CSGRC)**

S NO	Name	Actual Designation	Committee Designation	Department
1	Dr. M. B. V. Raju	Principal	Chairperson	Pharmacy
2	Dr .M. Pavani	HOD	Senior Members	Pharmacy
3	Dr. B. Manoj Kumar	HOD		Pharmacy Practice
4	Dr. Randeep	Associate Professor		Pharmacy Practice
5	B. Chaitanya	Associate Professor		Pharmacy
6	Ayesha Parveen (21T51R0009)	IV B. Pharm		Student Members
7	Meesala Prabha (21T51R0059)	IV B. Pharm	Pharmacy	
8	Pentakota Suresh (21T51R0072)	IV B. Pharm	Pharmacy	
9	Vantaku Shyam Kumar (19T51T0023)	VI Pharm.	Pharmacy	
10	Gedda Tarun (20T51T0009)	V Pharm.D	Pharmacy Practice	
11	Ch. Aruna (20T51T0005)	VI Pharm.	Pharmacy	



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## B. Departmental Student Grievance Redressal Committee (DSGRC)

### DEPARTMENT OF PHARMACY

S NO	Name	Actual Designation	Committee Designation	Department
1	Dr.M. Pavani	HOD	Chairperson	Pharmacy
2	Dr.A.H.V Santhoshi	Professor	Members	Pharmacy
3	Dr.G. Prashanthi	Professor		Pharmacy
4	B. Chaitanya	Assoc.Professor		Pharmacy
5	K. Niharika	Student Representative IV B - Pharm		Pharmacy

### DEPARTMENT OF PHARMACY PRACTICE

S NO	Name	Actual Designation	Committee Designation	Department
1	Dr.B. Manoj	HOD	Chairperson	Pharmacy
2	Dr.V. Uma sankhar	Professor	Members	Pharmacy
3	Dr.S. Arun satya dev	Professor		Pharmacy
4	Dr.N. Hema madhuri	Asst.Professor		Pharmacy
5	P. Upendra	Student Representative V Pharm-D		Pharmacy





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## C. Institutional Student Grievance Redressal Committee (ISGRC)

S NO	Name	Actual Designation	Committee Designation	Department
1	Dr. M. B. V. Raju	Principal	Chairperson	Pharmacy
2	Dr.V. Uma sankhar	Professor	Members	Pharmacy Practice
3	Dr.B. Manoj	Assoc.Professor		Pharmacy Practice
4	B. Chaitanya	Assoc.Professor		Pharmacy
5	Anurag Mishra	Student Representative- IV B Pharm (21T51R0006)		Pharmacy

### Functions-Roles and Responsibilities

1. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
2. In considering the grievances before it, the CSGRC (Collegiate Student Grievance Committee) shall follow principles of natural justice.
3. The CSGRC shall send its report with recommendations, if any, to the Vice-Chancellor of the affiliating University and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.



Chair person  
**PRINCIPAL**  
Avanathi Institute of Pharmaceutical Sciences  
Cherukupally (V), Bhogapuram Mandala  
Vizianagaram Dt., - 531162



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## PROCEDURE FOR REDRESSAL OF GRIEVANCES:

- An aggrieved student who has Grievance or Grievances at the Department level shall make an application first to HOD. The Head of Department after verifying the facts will try to redress the grievance within a reasonable time. If the student is not satisfied with the verdict or solution of the HOD, then the same should be placed before the Department level committee
- If the student is not satisfied with the decision of the Department committee, he/she can submit an appeal to the institute level grievance committee within a week from the date of receipt of the reply from the Department level committee
- The convener of Institute grievance committee, after verifying the facts and the papers concerned and having discussion within the Chairman of the Department committee will place the matter before the institute level committee which shall either endorse the decision of the Department level committee or shall pass appropriate order in the best possible manner within a reasonable time
- If the student is not satisfied with the Redressal offered by the institute level committee and feels that his/her Grievance is not redressed, he/she can submit an appeal to the Central Grievance committee within a week from the date of receipt of decision with the relevant details
- While dealing with the complaint the committee at all levels will observe the law of natural justice and hear the complainant and concerned people
- While passing an order on any Grievance at any level the relevant provisions of act / Regulations should be kept in mind and no such order should be passed in contradiction of the same
- The student will submit the application of Grievance or appeal to the institute level committee or Central Grievance Redressal committee, as the case may be, through the Head of Department and Head of Institute concerned

## RESPONSIBILITY FOR REDRESSAL COMMITTEE

- The final responsibility for grievance Redressal rests with the principal of the college
- The college expects that grievance Redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonable Period
- The Grievance Redressal cell of the college shall monitor the status and progress of grievance Redressal and shall furnish report on grievance Redressal position to the principal.





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## POWERS

- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students
- In case the members fail to find out any solution then the matter is referred to the principal for final commitment on the matter
- Considering the nature and depth of the grievances, due inquiry is made by the members of the cell and through personal discussion the matter is solved. If anybody is found to be guilty of any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment, information to the police (if situation arises for so) and expelling from the college are as per the rules of the institute

## EXCLUSIONS

- The grievance Redressal cell shall not entertain the following issues:
- Decisions of the Governing body, Academic council, Board of studies and other administrative or academic committees constituted by the University
- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions made by the University with regard to disciplinary matters and misconduct
- Decisions of the University about admissions in any courses offered by the institute
- Decisions by competent authority on assessment and examination result



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Date :04-01-2025

## STUDENT GRIEVANCE REDRESSAL COMMITTEE

### CIRCULAR

This is to inform all the committee members that there will be a meeting at the college conference and all the members of the committee are requested to attend the meeting on 07-01-2025 at 02: 30 PM.


#### Agenda :

1. Presentation of Student Grievances
2. Discussion & Deliberation
3. Resolution and action plan

#### Copy to

1. Principal Office
2. All HODs
3. IQAC
4. Office



  
Chairman  
PRINCIPAL  
Avanthi Institute of Pharmaceutical Sciences  
Cherukupally (V), Bhogapuram Mandal  
Vizianagaram Dt., - 531162



## MINUTES OF STUDENT GRIEVANCE REDRESSAL COMMITTEE MEETING

The meeting of the Grievance and Redressal committee was held on **07-01-2025** at 2:30 p.m. in the college Conference Hall. The Chairman extended a warm welcome to the members of the committee. He addressed the present members to look into the complaints lodged by the students and to resolve such issues in the college for the academic year 2024-2025.

The Committee discussed the following agenda at the meeting:

1. The Chairperson welcomed the attendees and introduced the objective of the meeting.
2. The Student Representative presented the grievances, which included issues with course scheduling, campus facilities, and Hygiene Center cleanliness.
3. The committee discussed and deliberated on each grievance, seeking clarification and additional information as needed.
4. The committee resolved to list specific actions, e.g., adjust course scheduling, improve campus facilities. viz Sanitary napkins vending machine, addition of beds at Girls common room.
- 5) Special measures are considered for regular cleaning of Hygiene centers.





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2	Dr .M. Pavani	HOD	Senior faculty Members	Pharmacy	
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11	Ch. Aruna (20T51T0005)	VI Pharm.D	Pharmacy		