



NIRMALA COLLEGE OF PHARMACY, MUVATTUPUZHA

Grievance Redressal Cell for Students Annual Action Report 2022-2023

SI NO	Date grievance received	Name of Aggrieved	Grievance received	Corrective action taken	Action taken date
1.	29-06-2022	Hostel Students (Girls)	Common door for entrance floor washroom in hostel	Matter Discussed and notified to Administrator and a door was fixed for the washroom	06-07-2022
2	02-09-2022	Girl student-7 th semester	Washroom facility for girls in college	Management has already started building new 6 washrooms in 3rd floor for girls.	12-09-2022
3	29-10-2022	7 th semester Students	Permission for mobile phones	As per disciplinary committee policy permission may be taken from principal for usage of mobile phone inside the campus	31-10-2022
4	19-10-2022	Girl students	Option for driving classes	Forwarded to women cell and Women cell has arranged the driving classes for girls students who stay in hostel and driving school person will take students from college in batches in the morning and evening and teach driving.	04-11-2022
5	22-10-2022	7 th sem BPharm Student	sanitary napkin wending machine not working	wending machine will be ready soon. Alternative arrangements are done by women cell and informed to the students through student representatives	04-11-2022
5	18-11-2022	student	Printing facility in the college for students	It is arranged near canteen	30-11-2022
6	6-01-2023	Student-7 th semester BPharm	Mobile phone usage	As per the guidelines, students may use your mobile phones for project purpose. But Prior permission should be taken from disciplinary committee and it has to be notified to all	17-01-2023
7	26-04-2023	unknown	Feedback about cleaning, washrooms, etc and planting trees were given	Communicated to concerned committees such as housekeeping committee and nature club and they have initiated the process to rectify the concern	27-04-2023


CHAIRPERSON




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NIRMALA COLLEGE OF PHARMACY, MUVATTUPUZHA

Grievance redressal Cell for Students Annual Action Report 2021-2022

SI NO	Date grievance received	Name of Aggrieved	Grievance received	Corrective action taken	Action taken date
1.	11/8/21	First semester BPharm Day scholars	regarding the refusal to provide concession in bus fare by private bus owners.	Appointed two faculty members to lodge this complaint in RTO office in MVPA where they discussed with bus owners and instructed them to provide concession to the students. Students were instructed to keep their ID cards and concession card with them.	12/8/21
2	11/10/21	Unknown from grievance box	4 th Saturday leave reinstatement	A circular was released by principal justifying the reason for keeping 4 th Saturday working. (Circular no 001/GR1/2021)	11/10/21
3	11/10/21	Unknown from grievance box	Wi-fi issue	A circular was released by principal intimating that Wi-Fi can be enabled in students' laptops on request, circular no 001/GR1/2021	11/10/21
4	04/12/21	8 th semester BPharm Students	Non availability of class rooms for elective subjects	An exclusive classroom with all furniture is made ready in new building near auditorium for 8 th semester students from 7/12/21 onwards.	7/12/21
5	04/12/21	8 th semester BPharm Students	Industrial visit	As per the instructions from the Gov. of Kerala IV cannot be conducted in educational institutions until a further notice is issued by govt considering covid pandemic. However, college was ready to send the students for IV based on Gov. instructions	04/12/21


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Grievance redressal Cell for Students Annual Action Report 2020-2021

Grievances received during Lockdown Time-Grievances were received through Class teachers		
	Complaints received	Action taken
1	Hectic online classes for 6 hours. Students become pressurised, mobile data become low, not able to attend the class	Discussed the matter with principal and decided to have maximum of only 3-4 classes a day
2	Students from hi range area were missing classes due to network issues	Teachers were instructed to use college mail ID to use google meet so that they can use G-Suit to record the class and send to students who miss the online classes
3	Complete one hour class using mobile phone making eye swelling, mental pressure, headache etc in students (parents raised the complaints to the class teachers)	Instructed to restrict the class to 45 min
4	Students are losing individual attention (parents raised the concern during the online PTA meeting)	Started conducting online viva sessions for students who need special care

Grievance received after Lockdown

SI NO	Date grievance received	Name of Aggrieved	Grievance received	Corrective action taken	Action taken date
1.	18/02/2020	1 st semester Students	Handwash facility	Discussed the matter with authority and they assured that the facility will be implemented in all washrooms	20/02/2020


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Grievance redressal Cell for Students Annual Action Report 2019-2020



SI NO	Date grievance received	Name of Aggrieved	Grievance received	Corrective action taken	Action taken date
1.	26/11/2019	4 th year BPharm	Industrial Visit	Matter discussed with class teacher, Student staff welfare committee and it was decided that students will be taken to IPC conducted at Chennai next month	30/11/2019
2	21/2/2020	Anonymous (student)	Regarding hectic class hours, not having library hours etc.	Discussed the matter with ARC and extracurricular committee and they suggested to have a harmony hour for students at least 2hours/month. Also allocate few library hours in timetable	28/2/2020


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Grievance redressal Cell for Students

Annual Action Report 2018-2019

Sl NO	Date grievance received	Name of Aggrieved	Grievance received	Corrective action taken	Action taken date
1.	10/8/2018	3 rd year BPharm Students	Provision for disposal of sanitary pads	Committee discussed the matter with women cell. They are planning to install one incinerator for proper disposal of sanitary pads	16/8/2018
2	17/10/2018	3 rd pharm d students	Hostel food	Committee discussed the matter with principal and administrator. Administrator conveyed the matter to hostel warden . they assured that the quality of food will be improved	27/10/2018
3	29/4/2019	Anonimous	General-canteen facility and cleaning issues	Canteen facility will be improved Cleaning issues are directed to house keeping committee	4/5/2019


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