



**VISWANADHA INSTITUTE OF PHARMACEUTICAL SCIENCES**  
Affiliated to J.N.T.U.K-Kakinada, Approved by PCI & A.I.C.T.E, New Delhi  
Mindivanipalem (V) Sontyam(P) Anandapuram (M)Visakhapatnam (Dist) 531173  
**E-mail : [principalvnip@yahoo.co.in](mailto:principalvnip@yahoo.co.in)**

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## **GRIEVANCE AND REDRESSAL COMMITTEE**

A Centralized Confidential Students Grievance and Redressal Committee was constituted to redress the grievances and complaints of the students.


### **Objectives of the Grievance Redressal Committee:**

- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promotion of cordial Student-Student relationship and Student-teacher relationship etc
- To provide responsive, accountable and easily accessible machinery for settlement of grievances and to take measures in the college undertakings to ensure expeditious settlement of grievances of Students in order to maintain a harmonious educational atmosphere in the institute.
- It is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- 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.
- To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.

- To make officials of the College responsive, accountable and courteous in dealing with the students.
- To ensure effective solution to the student's grievances with an impartial and fair approach.

### **Functions of Grievance Redressal Committee**

- The function of the Committee is to look into the complaints lodged by any student, and judge its merit. The Grievance Committee is also empowered to look into matters of harassment.
- Anyone with a genuine grievance may approach the committee members in person, or in consultation with the class in-charge.
- The cases will be attended promptly on receipt of written grievances from the students. The Grievance Committee will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Committee will assure that the grievance has been properly solved in a stipulated time limit provided by the Committee.
- The Committee formally will review all cases and will prepare reports about the number of cases received. The Committee will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

  
**Dr. P.UMADEVI**  
Principal  
Vjswanadha Inst. of  
Pharmaceutical Sciences  
Visakhapatnam - 531 173



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### **ANNUAL REPORT**

#### **GRIEVANCE AND REDRESSAL COMMITTEE (2022-2023)**

Grievance Redressal Committee Meeting was held on 19<sup>th</sup> April 2023 from 11:00 AM onwards at Principal's cabin in Viswanadha Institute of Pharmaceutical Sciences. The following members attended and discussed the below mentioned complaints.

<b>Sl.no</b>	<b>Name</b>	<b>Position</b>	<b>Contact number</b>	<b>E-mail ID</b>
1	Dr. P.Uma Devi	Chairman	9440895977	<a href="mailto:principalvnip20@gmail.com">principalvnip20@gmail.com</a>
2	Dr. M.Savithri	Convener	9885560877	<a href="mailto:savi_mode@yahoo.co.in">savi_mode@yahoo.co.in</a>
3	Dr. B.Nagamani	Member	9985407591	<a href="mailto:bnmtata@gmail.com">bnmtata@gmail.com</a>
4	Ms. A.Suneetha Devi	Member	9550194579	<a href="mailto:asdevi_1983@yahoo.com">asdevi_1983@yahoo.com</a>
5	Mrs. M.Gayatri Devi	Member	9160352848	<a href="mailto:gayatri.minnu@gmail.com">gayatri.minnu@gmail.com</a>
6	Mrs.D.Pavitra	Member	6305806054	<a href="mailto:vanitha.pavitra@gmail.com">vanitha.pavitra@gmail.com</a>



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The following is the information regarding the problems which were put in front of the Grievance Redressal Cell followed by the action taken by our college to rectify it.

Sl.no	Details of the problem	Recommendations of the Grievance Cell	Action taken by the college
1	To increase the writing hours of examination for B.Pharm students	GRC discussed with the exam cell	Exam cell explained that it was the design of curriculum and it cannot be changed
2	Students requested to increase the activity hours	Members of the Grievance Cell discussed the issue	It becomes very difficult if we increase the activity hours as we contain very vast and detailed syllabus. So the GRC explained the situation in a convincing manner

*P. Umadevi*  
**Dr. P.UMADEV I**  
Principal  
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### **ANNUAL REPORT**

#### **GRIEVANCE REDRESSAL COMMITTEE (2021-2022)**

Grievance Redressal Committee Meeting was held on 23rd March 2022 from 02:00 PM onwards at Principal's cabin in Viswanadha Institute of Pharmaceutical Sciences. The following members attended and discussed the below mentioned complaints.

<b>Sl.no</b>	<b>Name</b>	<b>Position</b>	<b>Contact number</b>	<b>E-mail ID</b>
1	Dr. P.Uma Devi	Chairman	9440895977	<a href="mailto:principalvnip20@gmail.com">principalvnip20@gmail.com</a>
2	Dr. M.Savithri	Convener	9885560877	<a href="mailto:savi_mode@yahoo.co.in">savi_mode@yahoo.co.in</a>
3	Dr. B.Nagamani	Member	9985407591	<a href="mailto:bnmtata@gmail.com">bnmtata@gmail.com</a>
4	Ms. A.Suneetha Devi	Member	9550194579	<a href="mailto:asdevi_1983@yahoo.com">asdevi_1983@yahoo.com</a>
5	Mrs. M.Gayatri Devi	Member	9160352848	<a href="mailto:gayatri.minnu@gmail.com">gayatri.minnu@gmail.com</a>
6	Ms.K.Suvarna	Member	7416760496	<a href="mailto:suvarnakasi@gmail.com">suvarnakasi@gmail.com</a>

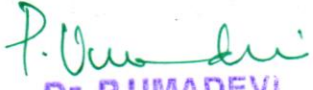


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Sl.no	Details of the problem	Recommendations of the Grievance Cell	Action taken by the college
1	Internet connection issue was raised	Grievance Cell recommended to provide another router	New Wi-fi router was provided
2	Lack of different kinds of snacks in the canteen	Grievances forwarded the problem to canteen incharge to resolve it	Arrangements were made by the canteen to provide additional snacks to the students
3	To invite the core companies to our institution for placements	Grievance cell recommended to provide more placements in core companies	Training and Placement cell has initiated the action to invite the core companies

  
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## ANNUAL REPORT

### GRIEVANCE REDRESSAL COMMITTEE (2020-2021))

Grievance Redressal Committee Meeting was held on 3rd March 2021 from 02:00 PM onwards at Principal's cabin in Viswanadha Institute of Pharmaceutical Sciences. The following members attended and discussed the below mentioned complaints.

Sl.no	Name	Position	Contact number	E-mail ID
1	Dr. P.Uma Devi	Chairman	9440895977	<a href="mailto:principalvnip20@gmail.com">principalvnip20@gmail.com</a>
2	Dr. M.Savithri	Convener	9885560877	<a href="mailto:savi_mode@yahoo.co.in">savi_mode@yahoo.co.in</a>
3	Dr. B.Nagamani	Member	9985407591	<a href="mailto:bnmtata@gmail.com">bnmtata@gmail.com</a>
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Sl.no	Details of the problem	Recommendations of the Grievance Cell	Action taken by the college
1	3 <sup>rd</sup> B.Pharm students requested a separate notice board in their classroom	Grievance cell has considered the request	A separate notice board was provided in their class
2	Students in the second floor requested to provide drinking water in that floor	Grievance cell forwarded the message to the management	Management has immediately set up drinking water system in second floor
3	Lack of few reference books in the library	GRC considered the problem	Necessary books were ordered

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### ANNUAL REPORT

#### GRIEVANCE REDRESSAL COMMITTEE (2018-2019)

Grievance Redressal Committee Meeting was held on 20<sup>th</sup> March 2019 from 11:00 AM onwards at Principal's cabin in Viswanadha Institute of Pharmaceutical Sciences. The following members attended and discussed the below mentioned complaints.

Sl.no	Name	Position	Contact number	E-mail ID
1	Dr. P.Uma Devi	Chairman	9440895977	<a href="mailto:principalvnip20@gmail.com">principalvnip20@gmail.com</a>
2	Dr. M.Savithri	Convener	9885560877	<a href="mailto:savi_mode@yahoo.co.in">savi_mode@yahoo.co.in</a>
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5	Mrs. M.Gayatri Devi	Member	9160352848	<a href="mailto:gayatri.minnu@gmail.com">gayatri.minnu@gmail.com</a>
6	Mrs. M.Bhagya Sree	Member	7013884208	<a href="mailto:bhagva.joga@yahoo.com">bhagva.joga@yahoo.com</a>

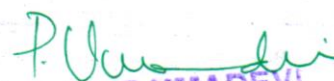


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Sl.no	Details of the problem	Recommendations of the Grievance Cell	Action taken by the college
1	Seats in the bus are not enough for the students	Grievance Cell considered the problem and forwarded to the management	Management of the Institute has immediately taken action by providing an extra bus
2	Wash rooms were not properly cleaned	Considered by the Grievance Cell	The management has recruited additional cleaning personnel to clean the washrooms at particular timings

  
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