

QIS COLLEGE OF PHARMACY
Grievance Redressal Committee

A Centralized Confidential Students Grievance Redressal Committee has been reconstituted on 03.01.2015 to redress the grievances and complaints of the students.

Objectives of 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

Scope of the Grievance Redressal Committee

- The grievance committee shall consider only individual grievances of specific nature of the students. The grievance committee shall not consider any grievance of general applicability or of collective nature or raised collectively by more than one students.
- The students approach the Cell for their grievances regarding academic matters, financial matters, health services, library and other central services.
- Complaints, of alleged discrimination of students, from Minority or Disabled categories; Harassment and victimization of students, including sexual harassment.

Functions of Grievance Redressal Committee

- The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment.
- Anyone with a genuine grievance may approach the department members in person, or in consultation with the class in-charge.
- In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the principal@qiscp.edu.in or officer in-charge of Students' Grievance Cell.
- The cases will be attended promptly on receipt of written grievances from the students. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell
- The cell formally will review all cases and will prepare statistical reports about the number of cases received. The cell 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.

Applicability

Applicable to all the students of QIS College of Pharmacy

Composition of Grievance Redressal Committee

- The principal shall determine the composition and tenures of the Grievance Redressal Committee is for two years.
- The committee in QIS college of Pharmacy shall constitute members from teaching section and nonteaching section along with the HR manager.
- All grievances referred to the Grievance Redressal committee/Principal/Director shall be entered in a register to be maintained for the purpose by the Secretary of Grievance Redressal Committee. The number of grievances, settled or pending will be reported to the Principal every month.

S.No	Name of the Faculty	Designation
1.	Dr.R.Siva Kumar M.Pharm.Ph.D Vice-Principal - General Admin	Chairman
2.	Mr.S.Chellaram.M.Pharm Vice-Principal- Academics	Secretary
3.	Ms.Jayalakshmi Director, Human Resources, SNES	Member
4.	Mr.K.Bhaskara Prasad Administrative Officer, QISCP	Member
5.	Mr.J.Srinivasa Rao,M.Pharm Associate Professor	Member
6.	Mr.K.Ashok M.Pharm Assistant Professor	Member
7.	Mrs.O.Sandya Rani M.Pharm Assistant Professor	Member
8.	Mr.G.Jalaiah Lab Technician	Member

Procedure for Redressal of Grievances

- The Grievance Committee will meet at least once a month. However, if necessary, it may meet more frequently at the instance of the Convener or at the request of the other members to discuss the various issues received.
- At least four members of the Grievance Committee shall be present at a meeting.
- If a member of the Grievance Committee is connected with the grievance of the aggrieved individual, the concerned member of the Grievance Committee shall not participate in the deliberations regarding that individual's case.
- If the aggrieved person happens to be a member of the Grievance Committee, then he shall not participate in the deliberations as a member of the Committee when his/her representation is being considered.
- The committee shall study the petition and after looking into the relevant documents, discuss with those concerned and submit its recommendations and report to the Principal with a month's time.
- All the discussions will be minuted and confidentiality is maintained.
- In case of any petitioner who is not satisfied with the recommendations made by the Grievance Redressal Committee he/she can directly approach the secretary/management.

Exemptions

Students Grievance Committee shall not entertain following issues.

- Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by the college.
- Decisions with regard to award of scholarships / fee concessions / awards / medals.
- Decisions made by college under the Discipline Rules and Misconduct.
- Decisions of the college in admissions of my courses.
- Decisions of the competent authority on assessment and examination result.