

NIRMALA COLLEGE OF PHARMACY



# NIRMALA COLLEGE OF PHARMACY MUVATTUPUZHA

Muvattupuzha P.O., Ernakulam Dist., Kerala - 686661

Telephones: 0485 2836888, 0485 2830666

Email: nip\_mvpa@yahoo.co.in Website: www.nirmalacp.org

## FIRST CYCLE NAAC ACCREDITATION 2023

### CRITERION 5

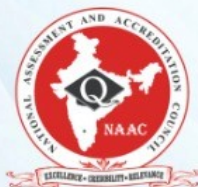


#### STUDENT SUPPORT AND PROGRESSION

5.1.4 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees

Submitted to



THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL



### Implementation of guidelines of statutory/regulatory bodies-Document showing formation of various committees

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## **Implementation of guidelines of statutory/regulatory bodies**

**Guidelines of statutory/regulatory bodies are effectively implemented by forming the following committees**

- 1. Grievance redressal cell for students**
- 2. Anti-ragging cell**
- 3. Gender Sensitization cell**

The objective of the Grievance Redressal Cell of Nirmala college of Pharmacy is to develop a responsible and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

Anti ragging committee is constituted to take all necessary measures for the prevention of ragging in the campus .

### **The objectives of the committee include**

To create an environment free from ragging by teaching the students, democratic values, tolerance, understanding, compassion, and sensitivity so they can grow up to be responsible citizens

To forbid any actions taken by any student that might be considered taunting, treating, or handling another student rudely, whether through words, actions, or both.

To raise students' awareness of the negative effects of ragging.

To constantly monitor and be on the lookout for ragging in order to stop it from happening. Should take quick action to resolve any racial issues and follow the committee's recommendations.

Gender harassment committee aims at empowering and orienting women to recognize their true potential and to help them attain their own stand in a competing world.



## **GRIEVANCE REDRESSAL CELL**





# NIRMALA COLLEGE OF PHARMACY

Nirmala Hills, Muvattupuzha P.O,  
Ernakulam district, Kerala, India - 686 661

1020R23

Date: 20-06-2023

Grievance Redressal cell for students is hereby constituted with the following members as per university Grants Commission regulations 2023 and KUHS order U.0 No.48 /2021/DSA/KUHS dated 05.03.2021. Committee will look to the grievances of the students and recommend actions to be initiated.

Cell Designation	Name	College Designation
Chairperson	Dr. Deepa Jose	Vice Principal
College union chairperson	Beema Ummer	VI Semester BPharm
College union General Secretary	Sneha Susan Samuel	III Pharm D
University union councillors	Nidhin T Paul	VI Semester BPharm
	Antony Varghese	Vth Semester BPharm
Staff	Ms. Elseena Jose (Secretary)	Asst. Professor
	Ms. Vincy Jacob	Asst. Professor
Hostel warden or deputy warden	Sr. Jaceentha	Ladies Hostel Warden
SSGP Nodal officers	Dr. Dona Maria Jetto	Asst. Professor
	Ms. Flowerlet Mathew	Asso. Professor
PTA Member	Mrs.Kochurani Tomy	PTA President

The Committee will take charge with effect from 20-06-2023



*Dr. Badmanaban R*  
**Dr. BADMANABAN. R**  
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Muvattupuzha, Ernakulam (Dist.)  
Kerala - 686 661

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Managed by Nirmala College Society (Reg.-  
No.ER 928/2001), Diocese of Kothamangalam  
Affiliated to Kerala University of Health Sciences, Thrissur  
Approved by Government of Kerala & Pharmacy Council of  
India, New Delhi. Certified by ISO 9001:2015 Accredited  
by IAO & NBA (UG Pharmacy).





# NIRMALA

## COLLEGE OF PHARMACY

Nirmala Hills, Muvattupuzha P.O,  
Ernakulam district, Kerala, India - 686 661

0506R22


Date: 06-06-2022

Grievance Redressal cell for students is hereby constituted with the following members as per university Grants Commission regulations 2019 and KUHS order U.O No.48 /2021/DSA/KUHS dated 05.03.2021. Committee will look to the grievances of the students and recommend actions to be initiated.

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Chairperson	Dr. Deepa Jose	Vice Principal
College union chairman	Ms. Aneeta Vinobi	VII semester BPharm
College union general Secretary	Mr. Goutham Gopakumar	III Pharm D
University union councillors	Ms. Pooja Shaijan	VII Sem B. Pharm
Staff	Ms. Elseena Jose (Secretary)	Asst. Professor
	Dr. Karthikeyan M	Asso. Professor
Hostel warden or deputy warden	Sr. Jaceentha	Ladies Hostel Warden
SSGP Nodal officers	Dr. Dona Maria Jetto	Asst. Professor
	Ms. Flowerlet Mathew	Asso. Professor
PTA Member	Mr. Joseph John	PTA President

The Committee will take charge with effect from 06-06-2022



  
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# NIRMALA COLLEGE OF PHARMACY

Muvattupuzha, Ernakulam(Dist.), Kerala - 686 661, India

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[Apporved by AICTE-, New Delhi; Govt. of Kerala and Affiliated to Kerala University of Health Sciences, Thrissur]

Ph: 0485 - 2836888, Fax: 0485 - 2836888, Website: www.nirmalacp.org, e-mail: nip\_mvpa@yahoo.co.in

No. NO:040102

01/07/2021

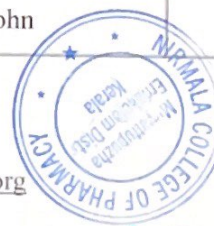
Date.....

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Chairperson	Dr. Deepa Jose	Vice Principal
College union chairman	Ms. Janice Jacson Mandumpala	IV Pharm D
College union general Secretary	Ms. Jennifer Ann Joy	III Sem BPharm
University union councillors	Mr. Mahin T.M	VIIISem B. Pharm
Staff	Ms. Nancy Jose (Secretary)	Asso. Professor
	Ms. Merrin Joseph	Asst. Professor
Hostel warden or deputy warden	Sr. Jaceentha	Ladies Hostel Warden
SSGP Nodal officers	Dr. Dona Maria Jetto	Asst. Professor
	Ms. Jisha Thomas	Asst. Professor
PTA Member	Mr. Joseph John	PTA President

Grievance redressal cell Official email- [grievance@nirmalacp.org](mailto:grievance@nirmalacp.org)

The Committee will take charge with effect from 01-07-2021



*G. Badmanaban*  
Dr. BADMANABAN. R  
PRINCIPAL

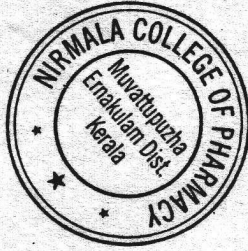
Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)  
Kerala - 686 661

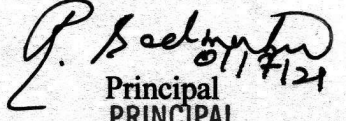
### **Circular**

It is to inform all the students that a Grievance Redressal Cell (GRCS) is constituted in the college which will take up all your grievance by email ([grievance@nirmalacp.org](mailto:grievance@nirmalacp.org)) or grievance dropped into the grievance box.

Details provided in the website under the students tab.

1. Procedure for lodging complaints.
2. Exclusions.



  
Principal  
PRINCIPAL  
Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)  
Kerala- 686 661



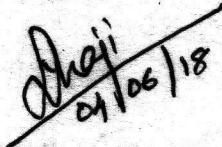
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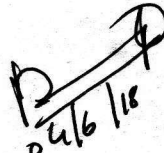
## Circular

This is to intimate all that the college has installed the **Grievance Box** next to the stairs at the ground floor near to the Machine room. All the grievance may be directed to **Dr. Shaji George**, Head of Grievance cell in person and if the person does not want to disclose the personal details it can be directly deposited in the box without their personal details.

A weekly clearance (All Saturdays) will be done and the grievances will be registered for further proceedings.

  
Head, Grievance Cell



  
Principal

**PRINCIPAL**  
**NIRMALA COLLEGE OF PHARMACY**  
Muvattupuzha, Ernakulam (Dist)  
Kerala-686 661



**NIRMALA COLLEGE OF PHARMACY**  
Muvattupuzha P.O Ernakulam District, Kerala, India, Pin:686661  
(Affiliated to Kerala University of Health Sciences, Thrissur,  
Approved by Government of Kerala, PCI, New Delhi  
U.G Pharmacy NBA Accredited till 2025)



0485-2836888, 2830666

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## Grievance Redressal Cell

Home → Grievance Redressal Cell

### GRIEVANCE REDRESSAL CELL

#### AIM AND OBJECTIVES

The objective of the Grievance Redressal Cell of Nirmala college of Pharmacy is to develop a responsible and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Redressal Cell is constituted for the redressal of the problems reported by the Students, staff members, management, parents, alumni and other stakeholders of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial relationship of all the stakeholders of the college.
- Encouraging the stakeholders 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.

#### SCOPE:

The cell will deal with Grievances received in writing/email ([grievance@nirmalacp.org](mailto:grievance@nirmalacp.org)) /through Campus 7 from the stakeholders about any of the following matters: -

- Academic Matters: Related to timely issue of Mark-sheets, Transfer Certificates, Conduct Certificates etc.
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

#### FUNCTIONS:

- The cases will be attended promptly on receipt of grievances from the stakeholders.
- The grievance cell formally will review all cases and will act accordingly as per the policy.
- The grievance cell will give report to the authority about the grievances attended and the number of pending grievances, if any, which require direction and guidance from the higher authorities.
- Provide organization wide awareness and undertakings on policies with zero tolerance.
- Provide orientation about the functioning of the cell to the new stakeholders

#### CONSTITUTION OF GRIEVANCE REDRESSAL CELL

Cell Designation	Name	College Designation
Chairperson	Dr. Deepa Jose <a href="mailto:deepa@nirmalacp.org">deepa@nirmalacp.org</a> 9495976387	Vice Principal
College union chairman	Ms. Aneeta Vinobi	VII semester BPharm
College union general Secretary	Mr. Goutham Gopakumar	III Pharm D
University union councillors	Ms. Pooja Shaijan	VII Sem B. Pharm
Staff	Ms. Elseena Jose (Secretary)	Asst. Professor
	Dr. Karthikeyan M	Asso. Professor
Hostel warden or deputy warden	Sr. Jaceantha	Ladies Hostel Warden
SSGP Nodal officers	Dr. Dona Maria Jetto	Asst. Professor
	Ms. Flowerlet Mathew	Asso. Professor
PTA Member	Mrs. Korurani Tomu	PTA President



## MECHANISM OF GRIEVANCE REDRESSAL

### Procedure for lodging the grievances

1. Any aggrieved stakeholders with the grievances related to college, class, campus, hostel, food etc. may submit their application seeking grievance redressal to the cell in writing /email or through Campus 7. The written grievances may be dropped in the boxes kept in the college as well as hostels. The grievances may be posted by mail to the grievance cell email ID ([grievance@nirmalacp.org](mailto:grievance@nirmalacp.org)). The student grievances may be submitted directly through Campus 7.

### Procedure for addressing the grievances

1. The grievance redressal cell shall meet every month and check whether any grievances have been dropped in the box or received through email/Campus 7. However, if necessary, it may meet more frequently at the instance of the Chairperson or at the request of the other members to discuss the various issues received.
2. At least 6 members from the Grievance redressal cell shall be present for the meeting in which chairperson , secretary and a student member is compulsory.
3. The cell shall study the grievances with relevant documents ,discuss with those concerned and the recommendations and report will be communicated to the principal within a weeks' time.
4. If a member of the Grievance redressal Cell is connected with the grievance of the aggrieved individual, the concerned member of the Grievance redressal Cell shall not participate in the deliberations regarding that individual's case.
5. If the aggrieved person happens to be a member of the Grievance redressal Cell, then he shall not participate in the deliberations as a member of the Cell when his/her representation is being considered.
6. The recommendations/ decisions taken on the grievances will be communicated to the aggrieved within 10 days of receipt of the grievances.
7. All the discussions will be documented and confidentiality is maintained.
8. The grievances related to sexual harassment may be reported directly to gender sensitization cell for further processing.
9. Grievances which come under ragging may be reported to Anti-ragging cell for further processing.

### Procedure for communicating the decisions taken by Grievance redressal Cell to Aggrieved parties.

1. A circular will be issued explaining the decisions taken by Grievance redressal Cell, if the aggrieved is a batch/class of students.
2. A letter in writing will be provided to the aggrieved if it is a single student or a group of students.

### EXCLUSIONS:

The grievance Redressal cell shall not entertain the following issues:

- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the university.
- Decisions or regulations put forward by PCI, AICTE and UGC
- 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.

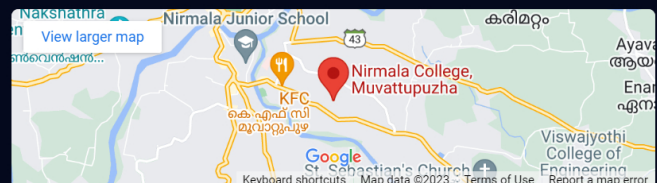
### Contact Us

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Ernakulam District  
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**✉ [nip\\_mvpa@yahoo.co.in](mailto:nip_mvpa@yahoo.co.in)**

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[General Terms](#)

### Location



# **NIRMALA COLLEGE OF PHARMACY MUVATTUPUZHA**

Affiliated to Kerala University of Health Sciences Thrissur

Approved by Government of Kerala and PCI, New Delhi

Managed by

**Nirmala College Society (Reg No. ER.928/2001)**

Under Catholic Diocese of Kothamangalam

## **POLICIES AND GUIDELINES FOR GRIEVANCE REDRESSAL CELL**

**VERSION NO: 1**

**2022/JUNE**



Muvattupuzha (PO), Ernakulam (Dist)

Kerala-686661, India

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[www.nirmalacp.org](http://www.nirmalacp.org)

Prepared by

**Elseena Jose**

Verified by

**Prof Dr. Deepa Jose**

Recommended by

**Prof.Dr Badmanaban R.**

Approved by

**Rev. Fr. Jose Pulloppillil**

Secretary

Chairperson\ Vice principal

Principal

Administrator

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## **AIM AND OBJECTIVES**

The objective of the Grievance Redressal Cell of Nirmala college of Pharmacy is to develop a responsible and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Redressal Cell is constituted for the redressal of the problems reported by the students, staff members, management, parents, alumni, and other stakeholders of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial relationship of all the stakeholders of the college.
- Encouraging the stakeholders 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.

## **SCOPE:**

The cell will deal with Grievances received in writing/email ([grievance@nirmalacp.org](mailto:grievance@nirmalacp.org)) /through Campus 7 from the stakeholders about any of the following matters: -

- Academic Matters: Related to timely issue of Mark-sheets, Transfer Certificates, Conduct Certificates etc.
- Exam related matters: Mechanism for conduct of examination , timetable, evaluation, exam time , pattern etc
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

## **FUNCTIONS:**

- The cases will be attended promptly on receipt of grievances from the stakeholders.
- The grievance cell formally will review all cases and will act accordingly as per the policy.
- The grievance cell will give report to the authority about the grievances attended and the number of pending grievances, if any, which require direction and guidance from the higher authorities.
- Provide organization wide awareness and undertakings on policies with zero tolerance.
- Provide orientation about the functioning of the cell to the new stakeholders

## **CONSTITUTION OF GRIEVANCE REDRESSAL CELL**

As per U.O No.48/2021/DSA/KUHS dated 05.03.2021 Grievance redressal Cell for students has to be constituted in every colleges. The grievance cell of Nirmala college of Pharmacy , Muvattupuzha has been constituted as per this order.

### **The members of the cell includes :**

College Vice principal

College union chairman

College union general secretary

University union councillors

2 teaching faculty members (one woman member)

Hostel wardens/deputy wardens

SSGP Nodal officers

PTA Member

The college vice principal serves as the chairperson and one of the teaching faculty as secretary. If there is no vice principal in the college, a senior teaching faculty will be the chairperson. The validity of the cell will be one year and it should be reconstituted at the starting of each academic year.

## **MECHANISM OF GRIEVANCE REDRESSAL**

### **Procedure for lodging the grievances**

1. Any aggrieved stakeholders with the grievances related to college, class, campus, hostel, food etc. may submit their application seeking grievance

redressal to the cell in writing /email or through Campus 7. The written grievances may be dropped in the boxes kept in the college as well as hostels. The grievances may be posted by mail to the grievance cell email ID ([grievance@nirmalacp.org](mailto:grievance@nirmalacp.org) ). The student grievances may be submitted directly through Campus 7.

### **Procedure for addressing the grievances**

1. The grievance redressal cell shall meet every month and check whether any grievances have been dropped in the box or received through email/Campus 7. However, if necessary, it may meet more frequently at the instance of the Chairperson or at the request of the other members to discuss the various issues received.
2. At least 6 members from the Grievance redressal cell shall be present for the meeting in which chairperson , secretary and a student member is compulsory.
3. The cell shall study the grievances with relevant documents ,discuss with those concerned and the recommendations and report will be communicated to the principal within a weeks' time.
4. If a member of the Grievance redressal Cell is connected with the grievance of the aggrieved individual, the concerned member of the Grievance redressal Cell shall not participate in the deliberations regarding that individual's case.
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6. The recommendations/ decisions taken on the grievances will be communicated to the aggrieved within 10 days of receipt of the grievances.
7. All the discussions will be documented and confidentiality is maintained.
8. The grievances related to sexual harassment may be reported directly to ICC/gender sensitization cell for further processing.
9. Grievances which come under ragging may be reported to Anti-ragging cell for further processing.

### **Procedure for communicating the decisions taken by Grievance redressal Cell to Aggrieved parties.**

1. A circular will be issued explaining the decisions taken by Grievance redressal Cell, if the aggrieved is a batch/class of students.
2. A letter in writing will be provided to the aggrieved if it is a single student or a group of students.





## **TRANSPARENCY OF GRIEVANCE REDRESSAL CELL IN NCP**

In order to maintain the transparency of the cell, students are also included in the Grievance redressal cell for students. It is made mandatory, the presence of at least one student representative while addressing the grievances.

### **EXCLUSIONS:**

The grievance Redressal cell shall not entertain the following issues:

- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the university.
- Decisions or regulations put forward by PCI, AICTE and UGC
- 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.

# **NIRMALA COLLEGE OF PHARMACY MUVATTUPUZHA**



ISO 9001:2015 CERTIFIED



## **GRIEVANCE REDRESSAL CELL**

### **MINUTES OF MEETING**



## **INSTITUTION**

**Vision:** A center of Excellence for Pharmacy education and research, molding students with value integration and social commitment.

**Mission:**

- To develop students with intellectual and professional competence to meet the challenges of technology, industry and services.
- To promote research and development in basics and frontier areas to solve the complexity of the health care system.
- To evolve and disseminate appropriate Pharmacy Practices.
- To develop socially committed and responsible professionals by inculcating Ethical values.
- To improve the performance standards by benchmarking and internal drive.



# **GRIEVANCE REDRESSAL CELL**

## **AIM AND OBJECTIVE**

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- Provide organization wide awareness and undertakings on policies with zero tolerance.
- Provide orientation about the functioning of the cell to the new stakeholders


**Notice for monthly Meeting of GRCS**

SO 9001:2015	Document No: NP/GRCS/ 01	Issue No: 1	Issue Date: 5/7/21
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Date : 5/07/21	Time: 2:10 pm	Venue: online
Participants		

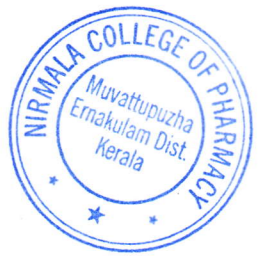
**Agenda**

- |     |   |                                     |
|-----|---|-------------------------------------|
| 1.  | Review for completion of action points previous meeting | <input checked="" type="checkbox"/> |
| 2.  | Address of new complaints received                      | <input type="checkbox"/>            |
| 3.  | Work Environment  | <input type="checkbox"/>            |
| 4.  | Teaching  | <input type="checkbox"/>            |
| 5.  | Student Support Services                                | <input type="checkbox"/>            |
| 6.  | Students Feedback                                       | <input type="checkbox"/>            |
| 7.  | Student Complaints                                      | <input type="checkbox"/>            |
| 8.  | Internal Audit  | <input type="checkbox"/>            |
| 9.  | Continual Improvement                                   | <input type="checkbox"/>            |
| 10. | Other points if any                                     | <input checked="" type="checkbox"/> |

  
**Signature of chairperson GRCS**

  
**Signature of Principal**

**Signature of Administrator**





Minutes of GRCS Meeting

ISO 9001:2015	Document No: NCP/GRCS/02	Issue No: 1	Issue Date:
---------------	--------------------------	-------------	-------------

Date: 5/07/21	Time: 2.10 pm.	Venue: Online
Participants		

Review for completion of action points previous meeting

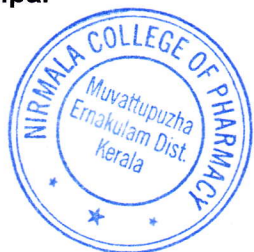
First meeting of grievance redressal cell, was conducted. Planned to conduct GRCS meeting on every month of last working day <sup>(Thursday)</sup>. Created one <sup>mail id</sup> whatsapp group, for easy communication. All members were present in first meeting. informed GRCS activity in our website.

Students Complaints

There is no complaints from students.

Signature of chairperson GRCS

Signature of principal







Nirmala College of Pharmacy

### Minutes of Meeting

ISO 9001:2015

Document No: NCP/GRCS/03

Issue No: 1

Issue Date: 5/7/21

### ATTENDANCE LIST

No	Name	Designation	Signature
1	Dr. Deepa Jose	Chairperson	
2	Nancy Jose	Staff (Secretary)	
3	Dr. Mervin Joseph.	Staff	
4	Jasree Jasraj Mundampala.	College union chairman	
5	Jennifer Ann Joy	General Secretary	
6	Mahin TIM.	UUC	
7	So. Jaceetha.	Hostel warden.	
8	Ms. Jisha Thomas.	SSGIP Nodal officer	
9	Mr. Joseph John	PTA Member	
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Signature of chairperson GRCS

Signature of principal





**Notice for monthly Meeting of GRCS**

SO 9001:2015	Document No: NP/GRCS/ 01	Issue No: 2.	Issue Date: 12/8/21
--------------	--------------------------	--------------	---------------------

Date: 13/8/21	Time: 1.2.10pm	Venue: Seminar hall
Participants		

**Agenda**

1. Review for completion of action points previous meeting ☒
2. Address of new complaints received ☐
3. Work Environment ☐
4. Teaching ☐
5. Student Support Services ☐
6. Students Feedback ☐
7. Student Complaints ☒
8. Internal Audit ☐
9. Continual Improvement ☐
10. Other points if any ☒

  
Signature of chairperson GRCS

  
Signature of Principal

Signature of Administrator





Minutes of GRCS Meeting

ISO 9001:2015	Document No: NCP/GRCS/02	Issue No:	Issue Date: 17/8/21
---------------	--------------------------	-----------	---------------------

Date: 17/8/21	Time: 1.10 pm	Venue: Seminar hall
Participants		

Review for completion of action points previous meeting : Received 1<sup>st</sup> student complaint from 1<sup>st</sup> sem students regarding the objection of students concerning fare in buses, complaint is reported to RTO office. Students got proper rectification from bus owner's side. The GRCS cell is functioning properly and maintaining the records as well.

Students Complaints

CT.01 - Regarding the objection of students concerning fare in private buses.



Nirmala College of Pharmacy

Minutes of Meeting

ISO 9001:2015

Document No: NCP/GRCS/03

Issue No: 2

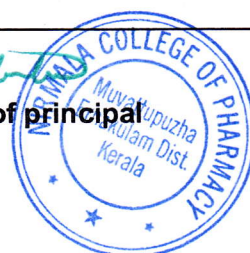
Issue Date: 12/8/21

ATTENDANCE LIST

No	Name	Designation	Signature
1	Dr. Deepa Jose	Chair person	
2	Nancy Jose.	Secretary	
3	Dr. Memo Joseph.	Staff	
4	Mabo TM.	UUC	
5	So. Jacobson.	Warden.	
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Signature of chairperson GRCS

Signature of principal



**Notice for monthly Meeting of GRCS**

2023/2024	Document No: NP/GRCS/ 01	Issue No: 3	Issue Date: 26/8/21
-----------	--------------------------	-------------	---------------------

Date: 27/8/21	Time: 2.10 pm.	Venue: Seminar Hall
Participants		

**Agenda**

1. Review for completion of action points previous meeting ☒
2. Address of new complaints received ☒
3. Work Environment ☐
4. Teaching ☐
5. Student Support Services ☐
6. Students Feedback ☐
7. Student Complaints ☒
8. Internal Audit ☐
9. Continual Improvement ☐
10. Other points if any ☐

  
**Signature of chairperson GRCS**

  
**Signature of Principal**

**Signature of Administrator**







Nirmala College of Pharmacy

### Minutes of GRCS Meeting

ISO 9001:2015	Document No: NCP/GRCS/02	Issue No: 3	Issue Date: 28/8/21
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Date: 27/8/21	Time: 2.10 pm	Venue: Seminar Hall
Participants		

Review for completion of action points previous meeting

GRCS meeting ~~was~~ held. on regular basis for the discussion of new action plan. The grievance box will be checked on every month of last working day also regularly. The students were informed timely for the complaints along with corrective action

Students Complaints



Nirmala College of Pharmacy

Minutes of Meeting

ISO 9001:2015	Document No: NCP/GRCS/03	Issue No: 3	Issue Date: 27/8/21
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ATTENDANCE LIST

No	Name	Designation	Signature
1	Dr. Deepa. Jose.	Chairperson	
2	Nancy Jose.	Secretary	
3	Dr. Mesia Joseph.	Member.	
4	Janet Jackson.	College Union Chairman	
5	Jennifer Ann Joy.	" General Secretary	
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Signature of chairperson GRCS

Signature of principal



**Notice for monthly Meeting of GRCS**

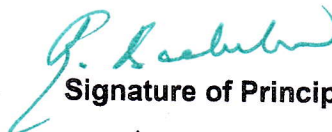
SO 9001:2015	Document No: NP/GRCS/ 01	Issue No: 4	Issue Date: 22/9/21
--------------	--------------------------	-------------	---------------------

Date: 23/9/21	Time: 2.00pm	Venue: Seminar Hall
Participants		

**Agenda**

- |     |   |                                     |
|-----|---|-------------------------------------|
| 1.  | Review for completion of action points previous meeting | <input checked="" type="checkbox"/> |
| 2.  | Address of new complaints received                      | <input type="checkbox"/>            |
| 3.  | Work Environment  | <input type="checkbox"/>            |
| 4.  | Teaching  | <input type="checkbox"/>            |
| 5.  | Student Support Services                                | <input type="checkbox"/>            |
| 6.  | Students Feedback                                       | <input type="checkbox"/>            |
| 7.  | Student Complaints                                      | <input type="checkbox"/>            |
| 8.  | Internal Audit  | <input type="checkbox"/>            |
| 9.  | Continual Improvement                                   | <input type="checkbox"/>            |
| 10. | Other points if any                                     | <input checked="" type="checkbox"/> |

  
**Signature of chairperson GRCS**

  
**Signature of Principal**

**Signature of Administrator**





Nirmala College of Pharmacy

### Minutes of GRCS Meeting

ISO 9001:2015	Document No: NCP/GRCS/02	Issue No: 4	Issue Date: 23/9/21
---------------	--------------------------	-------------	---------------------

Date: 23/9/21	Time: 2pm	Venue: Seminar hall
Participants		

Review for completion of action points previous meeting : GRCS meeting is held on regular basis for the discussion of new campus plan & No complaints received yet. 0 this month.

Students Complaints





Nirmala College of Pharmacy

Minutes of Meeting

ISO 9001:2015

Document No: NCP/GRCS/03

Issue No: 4.

Issue Date: 23/4/21

ATTENDANCE LIST

No	Name	Designation	Signature
1	Dr. Deepa Jose	Chairperson	
2	Nancy Jose	Secretary	
3	Jasica Jacobson	Union Council chair	
4	Jennifer Ann Joy.	" General Secretary	
5	Mahis. T.M.	UUC	
6	Sr. Jacobbe.	Warden	
7	Dr. Dona	SSCP	
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Signature of chairperson GRCS

Signature of principal





Nirmala College of Pharmacy

Notice for monthly Meeting of GRCS

ISO 9001:2015

Document No: NP/GRCS/ 01

Issue No: 5

Issue Date: 28/10/2021

Date: 28/10/21 Time: 2.00 pm, Venue: Seminar Hall

Participants

agenda

1. Review for completion of action points previous meeting ☒
2. Address of new complaints received ☐
3. Work Environment ☐
4. Teaching ☐
5. Student Support Services ☐
6. Students Feedback ☐
7. Student Complaints ☐
8. Internal Audit ☐
9. Continual Improvement ☐
10. Other points if any ☒

Signature of chairperson GRCS

Signature of Principal

Signature of Administrator





Nirmala College of Pharmacy

Minutes of GRCS Meeting

ISO 9001:2015	Document No: NCP/GRCS/02	Issue No: 5	Issue Date: 28/10/21
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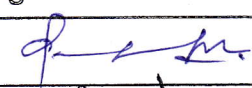
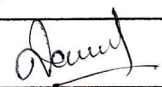


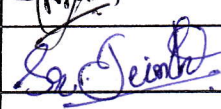
Date: 28/10/21	Time: 2.00 pm	Venue: Benimal Hall
Participants		

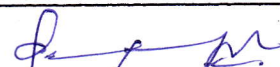
Review for completion of action points previous meeting

GRCS meeting is held on regular basis for the discussion of new action plan. The grievance box is checked. & presence of the GRCS members. There is no complaints from the students.

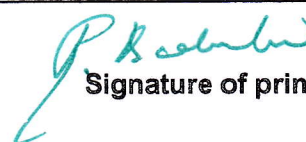
Students Complaints



ATTENDANCE LIST			
No	Name	Designation	Signature
1	Dr. Deepe. Jose	Chair person	
2	Nancy Jose.	Secretary	
3	Jancy Jackson.	Union Council chair	
4	Mahin. T.M.	UUC	
5	So. Jacantha	Warden	
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Signature of chairperson GRCS



Signature of principal





Notice for monthly Meeting of GRCS

Q 9001:2015	Document No: NP/GRCS/	Issue No: 6	Issue Date: 26/11/22
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Date: 26/11/22	Time: 2.00 pm	Venue: Seminar Hall
Participants		

agenda

Review for completion of action points previous meeting	<input checked="" type="checkbox"/>
Address of new complaints received	<input type="checkbox"/>
Work Environment	<input type="checkbox"/>
Teaching	<input type="checkbox"/>
Student Support Services	<input type="checkbox"/>
Students Feedback	<input type="checkbox"/>
Student Complaints	<input type="checkbox"/>
Internal Audit	<input type="checkbox"/>
Continual Improvement	<input type="checkbox"/>
Other points if any	<input checked="" type="checkbox"/>

Signature of chairperson GRCS

Signature of Principal

*P. Sadeh*

Signature of Administrator



Minutes of GRCS Meeting
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ISO 9001:2015	Document No: NCP/GRCS/02	Issue No: 6	Issue Date: 27/11/21
---------------	--------------------------	-------------	----------------------

Date: 27/11/21	Time: 2.00pm	Venue: Seminar Hall
Participants		

Review for completion of action points previous meeting

The grievance box as well as email was checked in the presence of GRCS members. Since there was no complaints registered during the period. The committee discussed student supporting systems and meeting ended.

Students Complaints

no complaints

Signature of chairperson GRCS



Signature of principal

### Attendance of Meeting

ISO 9001:2015

Document No: NCP/GRCS/03


Issue No: 6

Issue Date: 27/11/22

## ATTENDANCE LIST

[illegible]

**Signature of chairperson GRCS**

  
Signature of principal




**Notice for monthly Meeting of GRCS**

ISO 9001:2015	Document No: NP/GRCS/ 01	Issue No: 6	Issue Date: 4/12/21
---------------	--------------------------	-------------	---------------------

Date: 4/12/21	Time: 10.25 am	Venue: Bemina Hall
Participants		

Agenda		
1.	Review for completion of action points previous meeting	<input checked="" type="checkbox"/>
2.	Address of new complaints received	<input type="checkbox"/>
3.	Work Environment	<input type="checkbox"/>
4.	Teaching	<input type="checkbox"/>
5.	Student Support Services	<input type="checkbox"/>
6.	Students Feedback	<input type="checkbox"/>
7.	Student Complaints	<input checked="" type="checkbox"/>
8.	Internal Audit	<input type="checkbox"/>
9.	Continual Improvement	<input type="checkbox"/>
10.	Other points if any	<input checked="" type="checkbox"/>

  
Signature of chairperson GRCS

  
Signature of Principal

Signature of Administrator







Minutes of GRCS Meeting

ISO 9001:2015

Document No: NCP/GRCS/02

Issue No: 6

Issue Date:

4/12/21

Date: 4/12/21

Time: 10:25 am

Venue:

Benaras Hall

Participants

Review for completion of action points previous meeting

GRCS meeting is held on 4/12/21, for the discussion for grievance complaint received from the 8th semester students regarding non availability of classroom and request regarding industrial visit.

Students Complaints

- ① - Grievance received regarding the non-availability of classroom for 8th sem student
- ② - Request regarding industrial visit.



Nirmala College of Pharmacy

Minutes of Meeting

ISO 9001:2015

Document No: NCP/GRCS/03

Issue No: 2

Issue Date:

21/2/20

ATTENDANCE LIST

No	Name	Designation	Signature
1	Dr. Deepa Jose	Chairperson	
2	Nancy Jose.	Secretary	
3	Jasica Jackson.	Union Council Chairperson	
4	Jennifer Ann Jay	" General Secretary	
5	Mahin. T. M.	UUC	
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Signature of chairperson GRCS

Signature of principal



**Notice for monthly Meeting of GRCS**

NO: 9001-2015	Document No: NP/GRCS/ 01	Issue No: 7	Issue Date: 29/01/22.
---------------	--------------------------	-------------	-----------------------

Date: 29/1/22	Time: 10.25 am	Venue: Seminar Hall
Participants		

**Agenda**

- |  |                                     |
|--|-------------------------------------|
| 1. Review for completion of action points previous meeting | <input checked="" type="checkbox"/> |
| 2. Address of new complaints received                      | <input type="checkbox"/>            |
| 3. Work Environment  | <input type="checkbox"/>            |
| 4. Teaching  | <input type="checkbox"/>            |
| 5. Student Support Services                                | <input type="checkbox"/>            |
| 6. Students Feedback                                       | <input checked="" type="checkbox"/> |
| 7. Student Complaints                                      | <input type="checkbox"/>            |
| 8. Internal Audit  | <input type="checkbox"/>            |
| 9. Continual Improvement                                   | <input type="checkbox"/>            |
| 10. Other points if any                                    | <input checked="" type="checkbox"/> |

  
Signature of chairperson GRCS

  
Signature of Principal

Signature of Administrator







Nirmala College of Pharmacy

Minutes of GRCS Meeting

ISO 9001:2015

Document No: NCP/GRCS/02

Issue No: 7

Issue Date:

29/01/22

Date: 29/01/22

Time: 10.25 am

Venue:

Seminar Hall

Participants

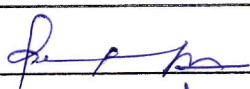


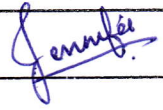
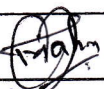
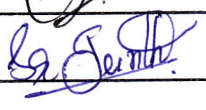
Review for completion of action points previous meeting

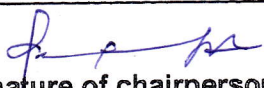
GRCS meeting is held on regular basis for the discussion of new action plan. The grievance box is checked in presence of the GRCS members. The students were informed timely for the completion along with corrective action.

Students Complaints

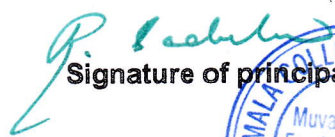
There is no student complaints.



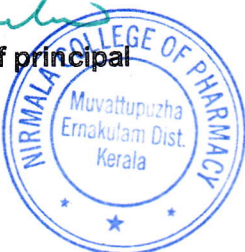
ATTENDANCE LIST			
No	Name	Designation	Signature
1	Dr. Deepe Jose	Chairperson	
2	Nancy Jose.	Secretary	
3	Janice Jackson.	<del>Gen</del> Union chairperson	
4	Jennifer Ann Joy	Union General Secretary	
5	Mahin. T.M	UUC	
6	Ss. Jacobantha	warden	
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Signature of chairperson GRCS



Signature of principal



**Notice for monthly Meeting of GRCS**

ISO 9001:2015	Document No: NP/GRCS/ 01	Issue No: 8	Issue Date: 27/2/22
---------------	--------------------------	-------------	---------------------

Date: 28/2/22	Time: 10.25	Venue: Seminar hall
Participants		

**Agenda**

1. Review for completion of action points previous meeting ☒
2. Address of new complaints received ☐
3. Work Environment ☐
4. Teaching ☐
5. Student Support Services ☐
6. Students Feedback ☐
7. Student Complaints ☐
8. Internal Audit ☐
9. Continual Improvement ☐
10. Other points if any ☒

  
Signature of chairperson GRCS

  
Signature of Principal

Signature of Administrator





Nirmala College of Pharmacy

Minutes of GRCS Meeting

ISO 9001:2015	Document No: NCP/GRCS/02	Issue No: 8	Issue Date: 28/2/22
---------------	--------------------------	-------------	---------------------

Date:	Time: 10.25 am.	Venue: Seminars Hall.
Participants		

Review for completion of action points previous meeting

GRCS meeting is held on regular basis for the discussion of new action plan. The grievance box is checked in presence of GRCS members.

Students Complaints

No complaints received.







**Notice for monthly Meeting of GRCS**


GRCS 9001:2015	Document No: NP/GRCS/ 01	Issue No: 9	Issue Date: 23/3/22
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Date: 24/3/22	Time: 10.25 am	Venue: Seminar hall
Participants		

**Agenda**

- |  |                                     |
|--|-------------------------------------|
| 1. Review for completion of action points previous meeting | <input checked="" type="checkbox"/> |
| 2. Address of new complaints received                      | <input type="checkbox"/>            |
| 3. Work Environment  | <input type="checkbox"/>            |
| 4. Teaching  | <input type="checkbox"/>            |
| 5. Student Support Services                                | <input type="checkbox"/>            |
| 6. Students Feedback                                       | <input type="checkbox"/>            |
| 7. Student Complaints                                      | <input type="checkbox"/>            |
| 8. Internal Audit  | <input type="checkbox"/>            |
| 9. Continual Improvement                                   | <input type="checkbox"/>            |
| 10. Other points if any                                    | <input checked="" type="checkbox"/> |

  
Signature of chairperson GRCS

  
Signature of Principal

Signature of Administrator





Nirmala College of Pharmacy

Minutes of GRCS Meeting

ISO 9001:2015	Document No: NCP/GRCS/02	Issue No: 9	Issue Date: 24/3/22
---------------	--------------------------	-------------	---------------------

Date: 24/3/21	Time: 10.25 am	Venue: Seminar Hall
Participants		

Review for completion of action points previous meeting

Mostly meeting of GRCS is held on seminar hall.  
There are no complaints <sup>received</sup> from students. Grievance  
box is checked in presence of member of GRCS.  
There are no emails regarding student Grievance.

Students Complaints



Nirmala College of Pharmacy

### Minutes of Meeting

ISO 9001:2015

Document No: NCP/GRCS/03

Issue No: 9

Issue Date: 24/3/21

### ATTENDANCE LIST

No	Name	Designation	Signature
1	Dr. Deepe Jay	Chairperson	
2	Nancy Jose	Secretary	
3	Janice Jackson	Union Council Chairperson	
4	Jennifer Ann Jay	General Secretary	
5	Mahin-Trim	UUC	
6	Dr. Dona Marie Jello	SSGP	
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Signature of chairperson GRCS

Signature of principal



Nirmala College of Pharmacy

Notice for monthly Meeting of GRCS

2015 Document No: NP/GRCS/01 Issue No: 10 Issue Date: 25/4/22

26/4/22 Time: 11.30am Venue: Seminar hall.  
Participants

- Review for completion of action points previous meeting ☒
- Address of new complaints received ☐
- Work Environment ☐
- Teaching ☐
- Student Support Services ☐
- Students Feedback ☐
- Student Complaints ☐
- Internal Audit ☐
- Continual Improvement ☐
- Other points if any ☒

Signature of chairperson GRCS

Signature of Principal

Signature of Administrator





Minutes of GRCS Meeting
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GRCS-0001-2015	Document No: NCP/GRCS/02	Issue No: 10	Issue Date: 25/4/22
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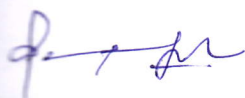
Date: 26/4/22	Time: 11-30 am	Venue: Seminar hall.
Participants		

Review for completion of action points previous meeting

Monthly meeting of GRCS was held in Seminar hall. Grievance box was checked in the presence of GRCS members. There is no grievances received from students in this month.

Students Complaints

No complaints



Signature of chairperson GRCS



Signature of principal



Attendance of Meeting	

NCP-2001-2015	Document No: NCP/GRCS/03	Issue No: 10	Issue Date: 25/4/22
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NCP-2001-2015	Document No: NCP/GRCS/03	Issue No: 10	Issue Date: 25/4/22
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NCP-2001-2015	Document No: NCP/GRCS/03	Issue No: 10	Issue Date: 25/4/22
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NCP-2001-2015	Document No: NCP/GRCS/03	Issue No: 10	Issue Date: 25/4/22
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## ATTENDANCE LIST

[illegible]

  
Signature of chairperson GRCS



  
Signature of principal

Nirmala College of Pharmacy

Notice for monthly Meeting of GRCS

Document No: NP/GRCS/01 Issue No: 11 Issue Date: 27/5/22

Time: 11.00 am Venue: Seminar hall

Participants

- Review for completion of action points previous meeting ☒
- Address of new complaints received ☐
- Work Environment ☐
- Teaching ☐
- Student Support Services ☐
- Students Feedback ☐
- Student Complaints ☐
- Internal Audit ☐
- Continual Improvement ☐
- Other points if any ☐

Signature of chairperson GRCS

Signature of Principal

Signature of Administrator



## Minutes of GRCS Meeting

GRCS 9001:2015

Document No: NCP/GRCS/02

Issue No: 11

Issue Date: 27/5/22

Date: 27/5/22

Time: 11.00 am

Venue: Seminar hall


Participants

Review for completion of action points previous meeting

The grievance box as well as email was checked in the presence of GRCS members. Since there was no complaints registered during this period the committee discussed about student supporting systems and meeting ended.

Students Complaints

no complaints.



Signature of chairperson GRCS



Signature of principal







Nirmala College of Pharmacy

Notice for monthly Meeting of GRCS

2015

Document No: NP/GRCS/01

Issue No: 12

Issue Date: 28/6/22

29/6/22

Time: 10.45 am

Venue: Seminar hall

Participants

Review for completion of action points previous meeting

☐

Address of new complaints received

☐

Work Environment

☐

Teaching

☐

Student Support Services

☐

Students Feedback

☐

Student Complaints

☒

Internal Audit

☐

Continual Improvement

☒

Other points if any

☐



Signature of chairperson GRCS



Signature of Principal

Signature of Administrator





Minutes of GRCS Meeting
-------------------------

GRCS/2021:2015	Document No: NCP/GRCS/02	Issue No: 12	Issue Date: 29/6/22
----------------	--------------------------	--------------	---------------------

Date: 29/6/22	Time: 10.45 am	Venue: Seminar hall.
Participants		

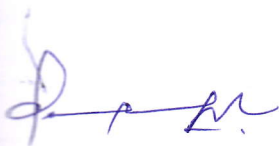
Review for completion of action points previous meeting

A request was raised by girls hostel students for a common door for entrance floor wash room (hostel). The matter was discussed and the request was notified to Administrator and he assured that it will be rectified.

Also this was the 1st meeting after reconstitution of grievance redressal cell for 2021-22

Students Complaints

GRN: GC16-004 - Concern regarding entrance floor washroom (hostel)



Signature of chairperson GRCS




Signature of principal







Nirmala College of Pharmacy

Notice for monthly Meeting of GRCS

2015-2016

Document No: NP/GRCS/01

Issue No: 13

Issue Date: 28/7/2022

Date: 29/7/22

Time: 11.40 am

Venue: Via principal Cabin

Participants

1. Review for completion of action points previous meeting

☐

2. Address of new complaints received

☐

3. Work Environment

☒

4. Teaching

☐

5. Student Support Services

☐

6. Students Feedback

☐

7. Student Complaints

☐

8. Internal Audit

☐

9. Continual Improvement

☐

10. Other points if any

☐



Signature of chairperson GRCS

Signature of Principal



Signature of Administrator




Minutes of GRCS Meeting

GRCS/2021-2015	Document No: NCP/GRCS/02	Issue No: 13	Issue Date: 28/1/22
----------------	--------------------------	--------------	---------------------

Date: 29/1/22	Time: 11:40am	Venue: Vice principal Cabin
Participants		

Review for completion of action points previous meeting

A regular meeting was conducted and checked whether any complaints has been registered by students. There was no complaints received through email, grievance box or campus 7. Committee members discussed about the leave policies for staff and a concern was raised regarding the academic leave. Some faculty members mentioned that the academic leave is not sufficient for some subject teachers. Committee members decided to convey this concern to the administrator.

  
Signature of chairperson GRCS



  
Signature of principal

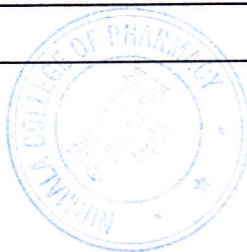
Attendance of Meeting	
Present	1
Absent	0
Total	1

2021-2015	Document No: NCP/GRCS/03	Issue No: 13	Issue Date: 29/7/23
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### ATTENDANCE LIST

[illegible]

Signature of chairperson GRCS



**Signature of principal**



Nirmala College of Pharmacy

Notice for monthly Meeting of GRCS

2022-2023

Document No: NP/GRCS/0/

Issue No: 13

Issue Date: 27/8/22

Date: 28/8/22

Time: 11.00 am.

Venue: Seminar hall

Participants

Review for completion of action points previous meeting

☒

Address of new complaints received

☐

Work Environment

☐

Teaching

☐

Student Support Services

☐

Students Feedback

☐

Student Complaints

☐

Internal Audit

☐

Continual Improvement

☐

Other points if any

☐



Signature of chairperson GRCS



Signature of Principal



Signature of Administrator



Nirmala College of Pharmacy

Minutes of GRCS Meeting

Document No: NCP/GRCS/02 Issue No: 13 Issue Date: 27/8/22

Date: 28/8/22 Time: 11.00 am Venue: Seminar hall

Participants

Review for completion of action points previous meeting

There was no complaints received through dropbox, campus 7 and email. As per the concern raised by faculty about academic leaves, a discussion was done with administrator and he assured that in the next year this will be concerned.

Parents Complaints



Signature of chairperson GRCS



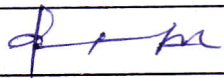

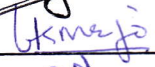

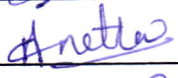
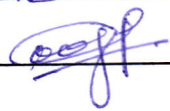
Signature of principal

# Nirmala College of Pharmacy

## Attendance of Meeting

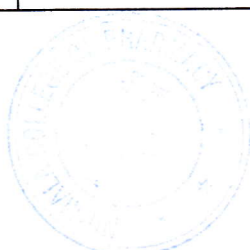
Document No: NCP/GRCS/03 Issue No: 13 Issue Date: 27/8/22

### ATTENDANCE LIST

No	Name	Designation	Signature
1	Dr. Deepa Jose	Chair - person	
2	Elsena Jose	Secretary	
3	Ms. Dona Maria Jette	SSGP	
4	Ms. Flowerlet Mathew	SSGP	
5	Ms. Aneta Vinobi	College Union	
6	Ms. Pooja Shajan	College Union	
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

Signature of chairperson GRCS

Signature of principal



Nirmala College of Pharmacy

Notice for monthly Meeting of GRCS

2021-2015

Document No: NP/GRCS/01

Issue No: 14

Issue Date: 29/9/22

30/9/22

Time: 12.00 pm

Venue: Via principal Cabio

Participants

Review for completion of action points previous meeting

☐

Address of new complaints received

☒

Work Environment

☐

Teaching

☐

Student Support Services

☐

Students Feedback

☐

Student Complaints

☐

Internal Audit

☐

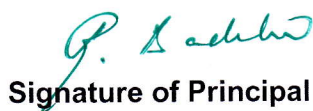
Continual Improvement

☐

Other points if any

☐





Signature of Principal



Signature of Administrator

## Minutes of GRCS Meeting

NCP/9001:2015

Document No: NCP/GRCS/02

Issue No: 14

Issue Date: 29/9/22

Date: 30/9/22

Time: 12-00 pm

Venue: Vice principal Cabin

Participants


Review for completion of action points previous meeting

A concern was raised by a student regarding washroom facility for girls in college. This concern was already ~~was~~ addressed by management and 6 more new washrooms are under process. Committee conveyed this message to the student through ERP.

Students Complaints



Signature of chairperson GRCS



Signature of principal






## ATTENDANCE LIST

[illegible]

2. ahs

  
Signature of principal

Notice for monthly Meeting of GRCS

2021-2022	Document No: NP/GRCS/01	Issue No: 15	Issue Date: 29/10/22
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29/10/22	Time: 2.10 pm.	Venue: Via principal cabin.
Participants		

- Review for completion of action points previous meeting ☒
- Address of new complaints received ☒
- Work Environment ☐
- Teaching ☐
- Student Support Services ☐
- Students Feedback ☐
- Student Complaints ☐
- Internal Audit ☐
- Continual Improvement ☐
- Other points if any ☐



Signature of chairperson GRCS



Signature of Principal



Signature of Administrator

## Minutes of GRCS Meeting

NCP/GRCS/2015

Document No: NCP/GRCS/02

Issue No: 15

Issue Date: 29/10/22

Date: 31/10/22

Time: 2-10 pm

Venue: Vice - Principal Cabin

Participants

Review for completion of action points previous meeting

The concerns regarding the washrooms facilities are rectified. 6 more washrooms are now available for girls. ERP, email and grievance box were checked and now concerns were ~~not~~ found regarding the usage of mobile phones. The circular dated 03/11/2022 (DC/10/22) mention the procedure to follow for using mobile phone with the permission from principal. All other concerns raised by students are forwarded to concerned committees and the <sup>action-taken</sup> responses are updated in ERP.



Signature of chairperson GRCS



Signature of principal







Notice for monthly Meeting of GRCS

Year: 2015	Document No: NP/GRCS/01	Issue No: 16	Issue Date: 29/1/2022
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Date: 29/1/2022	Time: 2.15pm	Venue: Vice principal Cabin
Participants		

Review for completion of action points previous meeting	<input type="checkbox"/>
Address of new complaints received	<input checked="" type="checkbox"/>
Work Environment	<input type="checkbox"/>
Teaching	<input type="checkbox"/>
Student Support Services	<input checked="" type="checkbox"/>
Students Feedback	<input type="checkbox"/>
Student Complaints	<input type="checkbox"/>
Internal Audit	<input type="checkbox"/>
Continual Improvement	<input type="checkbox"/>
Other points if any	<input type="checkbox"/>

*[Signature]*

Chairperson GRCS

Signature of Principal

*[Signature]*



Signature of Administrator

Nirmala College of Pharmacy

Minutes of GRCS Meeting

GRCS 3001:2015 Document No: NCP/GRCS/02 Issue No: 16 Issue Date: 29/11/2022


Date: 30/11/22 Time: 2.15 pm Venue: Vice principal Cabin

Participants

Review for completion of action points previous meeting

Based on the request regarding driving classes for girls, women cell has initiated the process and now students are going for the classes. Regarding the printing facility for students, the matter discussed with Administrator and a provision for the same is under process. Printing facility will be arranged in canteen within a week time.

Students Complaints



Signature of chairperson GRCS



Signature of principal


**Attendance of Meeting**

2015	Document No: NCP/GRCS/03	Issue No: 16	Issue Date: 30/11/2022
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**ATTENDANCE LIST**

[illegible]

Signature of chairperson GRCS

  
Signature of principal

**Signature of principal**

Nirmala College of Pharmacy

Notice for monthly Meeting of GRCS

2015	Document No: NP/GRCS/01	Issue No: 17	Issue Date: 03/01/2023.
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04/01/2023	Time: 10.00 am	Venue: Vice principal cabin
Participants		

Review for completion of action points previous meeting

☒

Address of new complaints received

☐

Work Environment

☐

Teaching

☐

Student Support Services

☐

Students Feedback

☐

Student Complaints

☐

Internal Audit

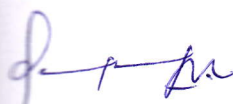
☐

Continual Improvement

☐

Other points if any

☐



Signature of chairperson GRCS



Signature of Principal



Signature of Administrator



Minutes of GRCS Meeting

GRCS-001:2015 Document No: NCP/GRCS/02 Issue No: 17 Issue Date: 03/01/2023

Date: 04/01/2023 Time: 10.00am Venue: Viceprincipal Cabin  
Participants

Review for completion of action points previous meeting

There were no complaints received from  
dropbox, campus 7, and email.

Parents Complaints

  
Signature of chairperson GRCS

  
Signature of principal





Nirmala College of Pharmacy

Notice for monthly Meeting of GRCS

Year: 2015	Document No: NP/GRCS/01	Issue No: 18	Issue Date: 30/1/23
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Date: 20/1/23	Time: 2-00 pm	Venue: Vice-principal's cabin
Participants		

Review for completion of action points previous meeting	<input type="checkbox"/>
Address of new complaints received	<input checked="" type="checkbox"/>
Work Environment	<input type="checkbox"/>
Teaching	<input type="checkbox"/>
Student Support Services	<input type="checkbox"/>
Students Feedback	<input type="checkbox"/>
Student Complaints	<input type="checkbox"/>
Internal Audit	<input type="checkbox"/>
Continual Improvement	<input type="checkbox"/>
Other points if any	<input type="checkbox"/>



Signature of chairperson GRCS



Signature of Principal

Signature of Administrator



## Minutes of GRCS Meeting

NCP/001:2015 Document No: NCP/GRCS/02 Issue No: 18 Issue Date: 30/1/23

Date: 31/1/23

Time: 2-00pm

Venue: Vice-principal's cabin

Participants

## Review for completion of action points previous meeting

A concern regarding use of mobile phones was raised by a final year bpharm students. She/he has given the instructions on how to use mobile phones with permission. No other issues were raised through grievance box, ERP or email.

## Students Complaints



Signature of chairperson GRCS



Signature of principal





Notice for monthly Meeting of GRCS

2015-2016	Document No: NP/GRCS/	Issue No: 19	Issue Date: 28/2/23
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28/2/23	Time: 1.30pm	Venue: Vice principal Cabin
Participants		

Review for completion of action points previous meeting	<input type="checkbox"/>
Address of new complaints received	<input type="checkbox"/>
Work Environment	<input type="checkbox"/>
Teaching	<input type="checkbox"/>
Student Support Services	<input type="checkbox"/>
Students Feedback	<input type="checkbox"/>
Student Complaints	<input type="checkbox"/>
Internal Audit	<input type="checkbox"/>
Continual Improvement	<input type="checkbox"/>
Other points if any	<input checked="" type="checkbox"/>

Signature of Principal

Signature of Administrator



<b>Minutes of GRCS Meeting</b>
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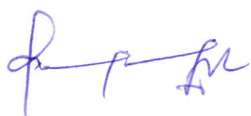
GRCS 9001:2015	Document No: NCP/GRCS/02	Issue No: 19	Issue Date: 28/2/23
----------------	--------------------------	--------------	---------------------

Date: 28/2/23	Time: 1-30 pm	Venue: Vice principal's cabin
Participants		

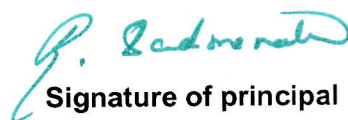
Review for completion of action points previous meeting

There were no grievances reported through  
ERP, email or drop box this month.

Students Complaints



Signature of chairperson GRCS



Signature of principal

### Attendance of Meeting

2015

**Document No: NCP/GRCS/03**

Issue No: 19

**Issue Date:** 28/2/23

## ATTENDANCE LIST

[illegible]

Signature of chairperson GRCS



**Signature of principal**



Notice for monthly Meeting of GRCS
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2021-2015	Document No: NP/GRCS/	Issue No: 20	Issue Date: 27/3/2023
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28/3/2023	Time: 11.00am	Venue: Vice principal's cabin
Participants		

Review for completion of action points previous meeting	<input type="checkbox"/>
Address of new complaints received	<input type="checkbox"/>
Work Environment	<input type="checkbox"/>
Teaching	<input type="checkbox"/>
Student Support Services	<input type="checkbox"/>
Students Feedback	<input type="checkbox"/>
Student Complaints	<input type="checkbox"/>
Internal Audit	<input type="checkbox"/>
Continual Improvement	<input type="checkbox"/>
Other points if any      Review meeting	<input checked="" type="checkbox"/>

  
 Signature of chairperson GRCS

  
 Signature of Principal

Signature of Administrator



Nirmala College of Pharmacy

Minutes of GRCS Meeting

2015

Document No: NCP/GRCS/02

Issue No: 20

Issue Date: 28/3/2023

28/3/2023

Time: 11.00 am

Venue: Vice principals cabin

Participants

for completion of action points previous meeting

A meeting was conducted in vice principals cabin. It was a normal monthly meeting. No grievances were received.

Complaints

*[Signature]*

Signature of chairperson GRCS



*[Signature]*

Signature of principal

Attendance of Meeting	
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2015	Document No: NCP/GRCS/03	Issue No: 20	Issue Date: 28/3/2023
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Document No: NCP/GRCS/03	Issue No: 20	Issue Date: 28/3/2023
--------------------------	--------------	-----------------------

Issue No: 20	Issue Date: 28/3/2023
--------------	-----------------------

Issue Date: 28/3/2023

### ATTENDANCE LIST

[illegible]

  
Signature of chairperson GRCS



  
Signature of principal

Notice for monthly Meeting of GRCS

2015	Document No: NP/GRCS/	Issue No: 21	Issue Date: 26/4/2023
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26/4/2023	Time: 12.00pm	Venue: Vice principal Cabin
Participants		

Review for completion of action points previous meeting	<input type="checkbox"/>
Address of new complaints received	<input checked="" type="checkbox"/>
Work Environment	<input type="checkbox"/>
Teaching	<input type="checkbox"/>
Student Support Services	<input type="checkbox"/>
Students Feedback	<input checked="" type="checkbox"/>
Student Complaints	<input type="checkbox"/>
Internal Audit	<input type="checkbox"/>
Continual Improvement	<input type="checkbox"/>
Other points if any	<input type="checkbox"/>

*[Signature]*

Chairperson GRCS

*[Signature]*

Signature of Principal

Signature of Administrator





## Minutes of GRCS Meeting

NCP-2015

Document No: NCP/GRCS/02

Issue No: 21

Issue Date: 26/4/2023

27/4/2023

Time: 12.00 pm

Venue: Vice principal Cabin

Participants

Review for completion of action points previous meeting

Review meeting was conducted. A feedback about college facilities such as cleaning desks and benches washrooms, availabilities of handwash in washrooms, plumbing issues etc. Also planting new trees around the college was also suggested. It was communicated discussed and will be communicated to the concerned authorities.

Parents Complaints



Signature of chairperson GRCS



Signature of principal

**Nirmala College of Pharmacy**

### Attendance of Meeting


**Document No: NCP/GRCS/03**

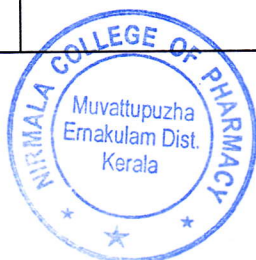
Issue No: 21

Issue Date: 27/4/2023

## ATTENDANCE LIST

[illegible]

  
Signature of chairperson GRCS



  
Signature of principal

Notice for monthly Meeting of GRCS

2023	Document No: NP/GRCS/	Issue No: 22	Issue Date: 20/5/2023
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3/5/2023	Time: 11:00 am	Venue: vice principal Cabin
Participants		

Review for completion of action points previous meeting	<input checked="" type="checkbox"/>
Address of new complaints received	<input type="checkbox"/>
Work Environment	<input type="checkbox"/>
Teaching	<input type="checkbox"/>
Student Support Services	<input type="checkbox"/>
Students Feedback	<input type="checkbox"/>
Student Complaints	<input type="checkbox"/>
Internal Audit	<input type="checkbox"/>
Continual Improvement	<input type="checkbox"/>
Other points if any	<input type="checkbox"/>

  
Signature of chairperson GRCS

  
Signature of Principal

Signature of Administrator



Minutes of GRCS Meeting

Document No: NCP/GRCS/02 Issue No: 22 Issue Date: 30/5/2023

Time: 11:00 am Venue: vice principal cabin

for completion of action points previous meeting

There were no new complaints received through  
campus 7, email or drop box. Previous issues were  
communicated to the authorities.

Complaints



Signature of chairperson GRCS

Signature of principal



Attendance of Meeting	

2001:2015	Document No: NCP/GRCS/03	Issue No: 02	Issue Date: 31/5/2023
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2001:2015	Document No: NCP/GRCS/03	Issue No: 02	Issue Date: 31/5/2023
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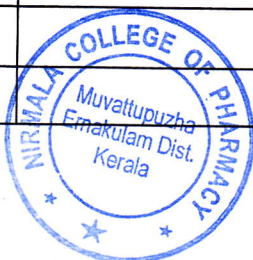
2001:2015	Document No: NCP/GRCS/03	Issue No: 02	Issue Date: 31/5/2023
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2001:2015	Document No: NCP/GRCS/03	Issue No: 02	Issue Date: 31/5/2023
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**ATTENDANCE LIST**

[illegible]

  
Signature of chairperson GRCS



  
Signature of principal

# GRIEVANCE CELL REGISTER



**NIRMALA COLLEGE OF PHARMACY**  
**MUVATTUPUZHA, 686661**

FILE NAME : GRIEVANCE CELL OLD REGISTER

NCP DOCUMENT NO: NCP/D/GRC-SI/003A

FILE PERTAINING TO : ☒ NBA ☐ PAIC ☒ NAAC ☒ OTHER

NBA CATEGORY : P - FILE NO: \_\_\_\_\_

I - FILE NO: \_\_\_\_\_

C - FILE NO: 9

NAAC FILE NO: \_\_\_\_\_

OTHERS: STATUTORY,

Academic Year  
2018 - 2019



Grievance Reg No: GC-18-001

Complaint Received: Provision for proper disposal of Sanitary pads.

Complaint Received on: 10/8/2018

Complaint given by: 3<sup>rd</sup> year B.Pharm Students

Complaint Received by: Shaji George, Head of the Committee

Type of Complaint: Hygienic facility

Steps taken by Committee

Committee discussed the matter with women cell. They are planning to install one incinerator for proper disposal of sanitary pads.

Information processing

The information was pass onto students through women cell.

Response: Students were satisfied with the action

Signature:

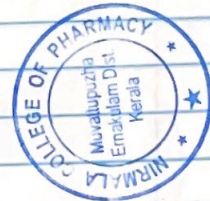
Shaji George *Shaji*  
16/8/2018

Student Representatives

Rimina Parakkutty *Rimina*

Thansecha *TS*

Ariy Thankachan *Th*





Grievance Reg No : GL-18-002

Complaint Received : Complaint Regarding the hostel food

Complaint Received on : 17/10/2018

Complaint given by : III<sup>rd</sup> pharm D students

Complaint Received by : Shaji George, head of the committee

Type of Complaint : Food

Steps taken by Committee

Committee Discussed the matter with principal and administrator along with hostel warden. They assured that quality of food will be improved.

Information processing

The information was passed on to students

Response : Students were satisfied

Signature

Shaji George  
Student Representative



Amma

Pooja  
Pooja Shaji

Grievance Reg No: GC-18-003

Complaint Received: College facility & cleaning

Complaint Received on: 29/4/2019

Complaint Received by: Shaji George, Head of  
the Committee

Type of Complaint: General

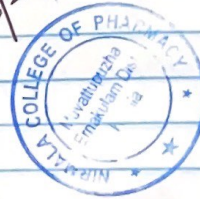
Complaint given by: Anonymous

Steps taken by Committee

• Matter Discussed with college Authority  
Canteen facility will be improved

• Cleaning issues are directed to  
house keeping committee

Signature: Shaji George *Shaji*  
4/5/2019





Academic Year  
2019-2020

Grievance Reg No : GC-19-001

Complaint Received on : 26/11/2019

Complaint Received : Industrial Visit

Complaint Given by : 4<sup>th</sup> year B.Pharm

Complaint Received by : Shaji George, Head of the Committee

Types of complaint : Academic

Steps taken by Committee.

Matter Discussed with class teacher, student & staff welfare committee and it was decided that students will be taken to IPC conducted at <sup>Chennai</sup> ~~Mumbai~~ next month.

Information Processing

The information was conveyed to the students

Response : Students were satisfied with the action

Signature : Shaji George *Shaji*  
20/11/2019

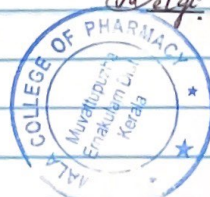
Students signature

Jobin Johnson

Vishnu Govind

Melgi

*Jobin*  
*Vishnu*  
*Melgi*





Grievance Reg No : GC - 19 - 002  
 Complaint Received : Complaint Received about  
 the hectic class hours, not  
 having library hours, etc  
 Complaint Received on : 21/2/2020  
 Complaint Given by : Anonymous (student)  
 Complaint Received by : Dr. Shaji George  
 Head of the Committee  
 Types of complaint : Academic

Steps taken by Committee :

Discussed the matter with ARC  
 and extra curricular committee and  
 they suggested to have a harmony  
 hour for students atleast 2 hours/month  
 Also allocate few library hours also.

Information processing

The information was  
 intimated to the class teachers to discuss  
 execute if possible.

Signature : Dr. Shaji George *Shaji*  
 28/2/2020



GIC - 20-001

Action Report on Grievances Received during Covid 19 - Lockdown time.

Complaints Given by various class students  
 Complaints Given through : Class Teachers  
 Given to : Dr. Shaji George  
 Head of the Committee  
 Complaints Received & Action taken.

Complaints	Action Taken
1) Hectic Online Classes for 6 hours. Students become pressurised, mobile data become low, not able to attend	Discussed matter with principal and decided to have max 3-4 classes a day
2. Students from Highrange area missing classes due to network issues	Teachers were instructed to use college id to use google meet so that they can use or-suite to record the class & send to students who miss classes
3. Complete one hour class using mobile 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 concern  
during online PTA)

started conducting  
online viva sessions  
for students who  
need special care

Signature Shaji George Shaji





Grievance Reg : GIC-20-002

Complaint Received on - 18/2/2020

Complaint Received - Handwash in wash area

Complaint given by - 1st sem students

Complaint Received by : Dr. Shaji George  
Head of the Committee

Type of Complaint : Hygiene

Steps taken by Committee

Committee discussed the matter with authority and got assurance that there will not be any lack of hand washes in wash area

Information processing

The information passed to the students through representatives

Response : Students were satisfied

Signature Shaji George Shaji  
20/2/2020

Student Representatives

Ahan Shanjan Dan

Asna Mythees

Asna

Alfia K-A

Alfia

Antony

Antony



# **Anti-Ragging Cell**



# NIRMALA COLLEGE OF PHARMACY

Nirmala Hills, Muvattupuzha P.O,  
Ernakulam district, Kerala, India - 686 661

No: NCP/003/23

Date:13-01-2023

## CIRCULAR/Anti ragging cell

The anti-ragging Cell has been reconstituted w.e.f 13-01-2023 for the academic year 2022-2023 with the following persons as members as per UGC Regulations - "Curbing the Menace of Ragging in Higher Educational Institutions, 2009". Committee will look into the grievances of the students related to ragging and recommend actions to be initiated.

### MEMBERS OF ANTI-RAGGING CELL 2022-2023

Sl no	Name	Designation	Mob no
1	Dr.Badmanaban R	Principal	9751765966
2	Dr.Deepa Jose	Vice -Principal	9495976387
3	Dr. Karthikeyan M	Head of Disciplinary Committee	7012919780
4	Dr. Fels Saju	Asst. Professor, Dept. of Pharmaceutics	9946304014
5	Mr. Rajesh Ponnumpurayidam	Ward Member	9895582633
6	Mr. C.H. Basheer	SI Of Police	9961247469
7	Mr.Chris Peter	Secretary,JCIMuvattupuzha ignite	9847154337
8	Ms. Elseena Jose	Committee In-charge	8147033292
9	Mr. Rajesh K.K.	Media Person, Deepika	9539871617

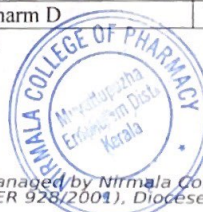
### PARENT REPRESENTATIVES

SI No	Name	Designation	Mobile Number
1.	Mrs.KochuraniTomy	PTA Prsident	8547339402
2.	Reji K Paul	1 <sup>st</sup> semester BPharm	7034887578
3.	Soumani Mathew	1 <sup>st</sup> Pharm D	9744534337

### STUDENT REPRESENTATIVES

SI NO	Name	Class	Mobile Number
1	Jose Paul Jiby	1 <sup>st</sup> semester BPharm	7994958749
2	Nandhana Jayesh	2 <sup>nd</sup> semester BPharm	9188594743
3	Bobby Boban	4 <sup>th</sup> semester BPharm	93834 98981
4	Aleena Raju	5 <sup>th</sup> Semester BPharm	95628 16440
5	Rakhi Jolly	7 <sup>th</sup> semester BPharm	75580 42214
6	Aron Joshy	1 <sup>st</sup> Pharm D	7736071668
7	Jofin Sabu	2 <sup>nd</sup> Pharm D	8848960916
8	Freddy Alappattu	3 <sup>rd</sup> Pharm D	9562816255
9	Archa S Nair	4 <sup>th</sup> Pharm D	7994463505
10	Anju Varghese	5 <sup>th</sup> Pharm D	79944 11787

The committee will take charge with effect from 13-01-2023.



*P. Badmanaban*  
**Dr. BADMANABAN. R**  
PRINCIPAL

Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)  
Kerala - 686 661

Managed by Nirmala College Society (Reg.  
No. ER 928/2001), Diocese of Muvattupuzha,  
Ernakulam District, Kerala.  
Affiliated to Kerala University of Health Sciences, Thiruvananthapuram.  
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# NIRMALA COLLEGE OF PHARMACY

Nirmala Hills, Muvattupuzha P.O.  
Ernakulam district, Kerala, India - 686 661

0804R22

DATE:04-06-2022

The anti-ragging Cell has been reconstituted w.e.f 04-06-2022 for the academic year 2021-2022 with the following persons as members as per UGC regulations -“Curbing the Menace of Ragging in Higher Educational Institutions, 2009”. Committee will look into the grievances of the students related to ragging and recommend actions to be initiated.

## MEMBERS OF ANTI-RAGGING CELL 2021-2022

Sl no	Name	Designation	Mob no
1	Dr.Badmanaban R	Principal	9751765966
2	Dr.Deepa Jose	Vice –Principal	9495976387
3	Dr. Karthikeyan M	Head of Disciplinary Committee	7012919780
4	Dr. Fels Saju	Asst. Professor Pharmaceutics Dept. of	9946304014
5	Mr. Rajesh Ponnumpurayidam	Ward Member	9895582633
6	Mr. C.H. Basheer	SI Of Police	9961247469
7	Mr.Chris Peter	Secretary,JCIMuvattupuzha ignite	9847154337
8	Mr. K.R. Rajesh Randar	Media Person-Deepika News paper representative	9847253608
9	Ms. Elseena Jose	Committee In-charge	8147033292

## PARENT REPRESENTATIVES

SI No	Name	Designation	Mobile Number
1.	Mr. Joseph John	PTA Prsident	94469889902
2.	Mr. Rejimon C.O.	1 <sup>st</sup> semester BPharm	9847223700
3.	Thankachan V.P.	1 <sup>st</sup> Pharm D	9946407145

## STUDENT REPRESENTATIVES

SI NO	Name	Class	Mobile Number
1	Ms.Ganga KG	1 <sup>st</sup> Pharm D	9400920072
2	Mr.Rajagopal V	1 <sup>st</sup> semester BPharm	9497523684
3	Ms.Anakha M.	3 <sup>rd</sup> semester BPharm	6282930086
4	Mr.Edwin Sam	2 <sup>nd</sup> Pharm D	8156859871
5	Mr.Stebin Mathew	3 <sup>rd</sup> Pharm D	8590296703
6	Ms.BeemaUmmer	4 <sup>th</sup> semester BPharm	8138986620
7	Mr.Anuvindh Suresh	6 <sup>th</sup> Semester BPharm	9562680393
8	Ms.AnnMery Bosco	4 <sup>th</sup> Pharm D	8138825469
9	Ms.Minnu Ann Mohan	5 <sup>th</sup> Pharm D	7034266935

The committee will take charge with effect from 04/06/2022.



*P. Badmanaban*  
**Dr. BADMANABAN. R**  
PRINCIPAL

Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)

Managed by Nirmala College Society (Regd.  
No.ER 928/2001), Diocese of Kothamangalam

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Muvattupuzha, Ernakulam(Dist.), Kerala - 686 661, India

Managed by Nirmala College Society (Reg. No. ER 928/ 2001), Diocese of Kothamangalam

[Approved by AICTE-, New Delhi; Govt. of Kerala and Affiliated to Kerala University of Health Sciences, Thrissur]

Ph: 0485 - 2836888, Fax: 0485 - 2836888, Website: www.nirmalacp.org, e-mail: nip\_mvpa@yahoo.co.in

No.

No: 0815F21

Date:15-01-2021

Date.....

The anti-ragging Cell has been reconstituted w.e.f15-01-2021 for the academic year 2020-2021 with the following persons as members as per UGC Regulations -"Curbing the Menace of Ragging in Higher Educational Institutions, 2009". Committee will look into the grievances of the students related to ragging and recommend actions to be initiated.

## MEMBERS OF ANTI-RAGGING CELL 2020-2021

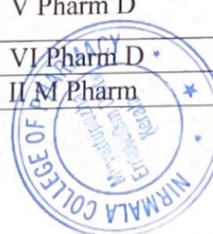
Sl no	Name	Designation	Mob no
1	Rev. Fr. Jos Mathai Myladiath	Administrator	9447292536
2	Dr.Badmanaban R	Principal	9751765966
3	Dr.Deepa Jose	Vice -Principal	9495976387
4	Dr. Barath Mishra	HOD, Pharmacology	7275902555
5	Dr. Fels Saju	Asst. Professor,Dept. of Pharmaceutics	9946304014
6	Mr. Rajesh Ponnumpurayidam	Ward Member	9895582633
7	Mr. Sasikumar	SI Of Police, MVPA	9497980503
8	Mr.Binson Jose	President,JCI	9946592988
9	Dr. Prasanth Francis	Committee In-charge	9488573217

## PARENT REPRESENTATIVES

SI No	Name	Designation	Mobile Number
1.	Mr. Joseph John	PTA Prsident	9446988990
2.	Khalid Muhammed	1 <sup>st</sup> semester BPharm	9656103205
3.	KM Ismael	1 <sup>st</sup> Pharm D	9961019175

## STUDENT REPRESENTATIVES

SI NO	Name	Class	Mobile Number
1	AsnaMytheen	1 <sup>st</sup> semester BPharm	9847759982
2	Anas Muhammed Azad	I pharm D	9061918764
3	Sreelakshmi Sreekumar	II Pharm D	8113067598
4	Aneeta Jeeson	III Pharm D	9207575240
5	T A ThanseeaThasneem	V sem BPharm	8547764516
6	Neha Baby	IV Pharm D	9656229169
7	Mahin TM	VII Sem BPharm	8921585562
8	Nevin Joseph	V Pharm D	8129345032
9	Doddy Thomas	VI Pharm D	7559814721
10	SumayyaNavas	II M Pharm	8281792667



*Dr. Badmanaban R*  
**Dr. BADMANABAN. R**  
PRINCIPAL  
Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)  
Kerala - 686 661





# NIRMALA COLLEGE OF PHARMACY

Muvattupuzha, Ernakulam(Dist.), Kerala - 686 661, India

Managed by Nirmala College Society (Reg. No. ER 928/ 2001), Diocese of Kothamangalam

[Approved by AICTE-, New Delhi; Govt. of Kerala and Affiliated to Kerala University of Health Sciences, Thrissur]

Ph: 0485 - 2836888, Fax: 0485 - 2836888, Website: www.nirmalacp.org, e-mail: nip\_mvpa@yahoo.co.in

No.

0609U19

03.09.2019

Date.....

The anti-ragging Cell has been reconstituted w.e.f 03-09-2019 for the academic year 2019-2020 with the following persons as members as per UGC Regulations -“Curbing the Menace of Ragging in Higher Educational Institutions, 2009”. Committee will look into the grievances of the students related to ragging and recommend actions to be initiated.

## MEMBERS OF ANTI-RAGGING CELL 2019-2020

Sl no	Name	Designation
1	Rev. Fr. Jos Mathai Myladiath	Administrator
2	Dr. Manju Maria Mathews	Principal
3	Dr. Deepa Jose	Vice –Principal
4	Dr. Barath Mishra	HOD, Pharmacology
5	Dr. Shyam Kumar B	HOD, Pharm. Chemistry
6	Dr. Badmanaban R	HOD, Pharmacognosy
7	Dr. Fels Saju	Asst. Professor, Dept. of Pharmaceutics
8	Mrs. Geetha Bhaskaran	Ward Member
9	Mr. Soofi T M	SI Of Police, MVPA
10	Mr. Binson Jose	President, JCI

## PARENT REPRESENTATIVES

SI No	Name	Designation
1.	Mr. Joseph John	PTA President
2.	Mr. Benoy Paul	1 <sup>st</sup> Pharm D
3.	Mrs. Liji Jaison	1 <sup>st</sup> Pharm D
4.	Mr. Saheer Kottaparambil	1 <sup>st</sup> Pharm D
5.	Mrs. Subaida Ummer	1 <sup>st</sup> Pharm D

## STUDENT REPRESENTATIVES

SI NO	Name	Class
1	Ms. Jisna Jose	1 <sup>st</sup> semester BPharm
2	Mr. Stebin Mathew	I pharm D
3	Mr. Shefin Mytheen	II Pharm D
4	Ms. Maria C George	III Sem BPharm
5	Ms. Chrins Thomas Jojo	III Pharm D
6	Ms. Arya Sasankan	V Sem BPharm
7	Ms. Anna Davis	IV Pharm D
8	Mr. Jobin Johnson	IV BPharm
9	Ms. Maria Joseph	V Pharm D
10	Sumayya Navas	IMPharm

The committee will take charge with effect from 03-09-2019.







# NIRMALA COLLEGE OF PHARMACY

Muvattupuzha, Ernakulam(Dist.), Kerala - 686 661, India

Managed by Nirmala College Society (Reg. No. ER 928/ 2001), Diocese of Kothamangalam

[Approved by AICTE-, New Delhi; Govt. of Kerala and Affiliated to Kerala University of Health Sciences, Thrissur]

Ph: 0485 - 2836888, Fax: 0485 - 2836888, Website: www.nirmalacp.org, e-mail: nip\_mvpa@yahoo.co.in

No.

Date.....16-08-2018

The anti-ragging Cell has been reconstituted w.e.f 16-08-2018 for the academic year 2018-2019 with the following persons as members as per UGC Regulations - "Curbing the Menace of Ragging in Higher Educational Institutions, 2009". Committee will look into the grievances of the students related to ragging and recommend actions to be initiated.

1. Fr. Jose Mathai Mailadiath – Administrator
2. Dr. Manju Maria Mathew - principal & Chairman
3. Mrs. Deepa Jose-Vice Principal
4. Mr. BijuKumar, S I Of Police
5. Mrs. Geetha Bhaskaran-Grama Panjayath Ward Member
6. Mr. K.R. Rajeesh Randar-Deepika News Paper representative
7. Mr. Jimmy Jose-JCI Member
8. Dr. Shyam Kumar B-Co-ordinator, HOD, Professor, Department of Pharm. Chemistry
9. Dr. Badmanabhan R, HOD, Professor, Department of Pharmacognosy
10. Dr.Bharath Mishra, HOD, Professor, Department of Pharmacology
11. Mr. Fels Saju, -Assistant Professor, Department of Pharmaceutics
12. Mr.John Joseph, PTA president
13. Mrs. Alice-I Pharm D parent representative
14. Mr. Mohammed- I BPharm parent representative
15. Mrs. Mini Thomas-I BPharm parent representative
16. Mr. Jolly -I Pharm D parent representative
17. Mrs. Kochurani Joseph- II Pharm D parent representative
18. Mrs. Jenin Jacob-II Semester BPharm parent representative
19. Mr. Jebbar- II Semester BPharm parent representative
20. Mr. Kamal Saju – IV BPharm student representative
21. Ms. Mary Paul- III Sem BPharm Student representative
22. Mr. Madav S- I BPharm student representative
23. Ms. Aleena Issac-IV Pharm D
24. Ms. Janice Jaceson-II Pharm D
25. Mr. Sreenath-I Pharm D
26. Mr. Sony -I<sup>st</sup> pharm D parent representative
27. Mrs. Simi Thomas-III Semester B.Pharm Parent representative



PRINCIPAL

DR. MANJU MARIA MATHEWS



## Anti Ragging

Home → Anti Ragging

### ANTI RAGGING

#### Anti-Ragging Squad :

Further an Anti-Ragging Squad is constituted, under Regulation 6C of the said AICTE Regulation 2009 to maintain vigil, oversight and patrolling function and shall always remain mobile, alert and active throughout to ensure that not a single incidence of ragging creeps in the College or Hostels or anywhere and will adopt such measures as may be necessary to curb the menace of ragging.

The Squad shall always initiate precautionary measures in visiting all the premises of the college to avert occurrence of any ragging in any form or shape. It shall submit a report to the Anti Ragging Committee about the occurrence of any such incidence immediately

Anti-Ragging squad consists of following members

Sl no	Name	Designation	Mob No	Mail ID
1	Dr.Badmanaban R	Principal	9751765966	principal@nirmalacp.org
2	Dr.Deepa Jose	Vice –Principal	9495976387	deepa.shoby@gmail.com
3	Dr. Karthikeyan M	Associate Professor, Dept. of Pharmacology	7012919780	karthikeyan@nirmalacp.org
4	Dr. Fels Saju	Associate Professor, Dept. of Pharmaceutics	9946304014	felssaju@gmail.com

**24x7 Toll Free Number\* 1800-180-5522**  
**(helpline@antiragging.in)**

The procedure prescribed in the AICTE Regulations 2009 is be adopted and enforced for prevention of ragging of the students. Anti-ragging Cell is in operation under the overall charge of the Principal. Students are advised to bring cases of ragging (either in the college campus or in the hostel) to the notice of the Principal/members of anti-ragging committee/teachers/hostel wardens. The Committee shall meet once in every year or immediately on receipt of a complaint to consider the complaint lodged by the students and initiate the remedial action as is deemed necessary to punish the raggers if any by conducting an enquiry in terms of the AICTE Regulations.

SI No.	Name of the member	Designation	Contact No.	Mail ID
1	Fr. Jose Pulloppillil	Administrator	8075453466	administrator@nirmalacp.org
2	Dr. Badmanaban R	Principal	9751765966	principal@nirmalacp.org
3	Dr.Deepa Jose	Vice –Principal	9495976387	deepa.shoby@gmail.com
4	Dr. Karthikeyan M	Head of Disciplinary Committee	7012919780	karthikeyan@nirmalacp.org
5	Mr. Rajesh Ponnumpurayidam	Gramapanchayath ward Member	9895582633	-
6	Mr. C.H Basheer	SI of Police, Muvattupuzha	9961247469	-
7	Mr. Chris Peter	Secretary JCI Muvattupuzha ignite	9847154337	-
8	Ms. Eleesna Jose	Committee In-charge	8147033292	elseena@nirmalacp.org
9	Mr. K.R Rajeesh	Media person	9847253608	

**Parent Representative**

1	Mrs Kochurani Tomy	PTA President	8547339402	-
2	Mrs. Soumani Mathew	1 <sup>st</sup> Pharm D	974453	-
3	Mr. Roy K Paul	1 <sup>st</sup> B.Pharm	9847223700	-
Students Representative				
1	Mr. Aron Joshy	1 <sup>st</sup> Pharm D	7736071668	-
2	Mr. Jofin Sabu	2 <sup>nd</sup> Pharm D	8848960916	-
3	Mr. Freddy Alappattu	3 <sup>rd</sup> Pharm D	9562816255	-
4	Ms. Archana S Nair	4 <sup>th</sup> Pharm D	7994463505	-
5	Ms. Anju Varghese	5 <sup>th</sup> Pharm D	7994411787	-
6	Mr. Jose Paul Jiby	1 <sup>st</sup> B.Pharm	7994958749	-
7	Ms. Nandana Jayesh	2 <sup>nd</sup> B.Pharm	9188594743	-
8	Mr. Bobby Boban	4 <sup>th</sup> B.Pharm	9383498981	-
9	Ms. Aleena Raju	5 <sup>th</sup> B Pharm	9562816440	-
10	Mr. Rakhi Jolly	7 <sup>th</sup> B Pharm	7558042214	-

Function:

- To create awareness on ragging among students.
- To prohibit and eliminate ragging in the college.
- The rules are concerned with general administration of the college, recruitment procedure and service rules are well framed.

## Contact Us

Nirmala College of Pharmacy  
Muvattupuzha P.O  
Ernakulam District  
Kerala, India,  
Pin:686661

☎ **0485- 2836888, 2830666**

✉ **nip\_mvpa@yahoo.co.in**

## Menu

[Enquiry form](#)

[Anti-Ragging](#)

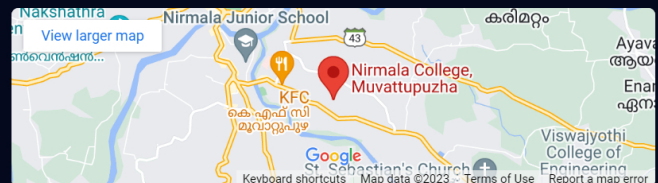
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**NIRMALA COLLEGE OF PHARMACY**  
**MUVATTUPUZHA**

Affiliated to Kerala University of Health Sciences

Thrissur

Approved by Government of Kerala and PCI, New Delhi

Managed by

**Nirmala College Society (Reg No. ER.928/2001)**

Under Catholic Diocese of Kothamangalam

**POLICIES FOR ANTI-RAGGING CELL**

**VERSION NO: 1**

**2022/JUNE**



Muvattupuzha (PO), Ernakulam (Dist)

Kerala-686661, India

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## **PURPOSE**

To ensure the prevention and prohibition of ragging activities in Nirmala college of pharmacy.

## **SCOPE**

It plays a pivotal role in creating a safe and conducive environment within the campus

- to prevent ragging incidents from occurring in the first place
- to foster a culture of respect, empathy, and understanding among students
- provides counselling and support services to victims of ragging
- to sensitize senior students about the negative consequences of ragging
- establishes a robust reporting mechanism for students to report any ragging incidents anonymously and without fear of retaliation
- conduct periodic checks and surveillance on the campus to identify and prevent any potential ragging activities

**PREAMBLE:** In view of the directions of the Hon'ble Supreme Court dated 8.05.2009 and in consideration of the determination of the Central Government and the University Grants Commission to prohibit, prevent and eliminate the scourge of ragging. Any student of Nirmala college of Pharmacy, Muvattupuzha accused and found guilty of ragging, will be severely dealt with, in accordance with the Provisions of the Law.

## **POLICY STATEMENT**

- To enforce a strict prohibition on any behaviour, whether through spoken or written words or acts, that involves teasing, treating, or handling freshers or other students rudely.
- To foster awareness among the students regarding the severe consequences of ragging.
- To maintain continuous surveillance and vigilance to prevent any incidents of ragging.
- To promptly address any instances of ragging and take appropriate actions in accordance with the committee's recommendations.



## **STRATEGY**

- Policy Formulation
- Awareness Campaigns
- Communication
- Reporting Mechanism
- Prompt Action
- Counselling Support
- Senior Student Training
- Collaboration with Authorities
- Regular Monitoring
- Legal Compliance

## **DUTIES AND RESPONSIBILITIES**

- To strictly adhere to and follow the directives issued by the Hon'ble Supreme Court, maintaining a vigilant stance against any acts that may amount to ragging.
- To disseminate information and make known to all students the prevailing directives and the potential consequences for those engaging in ragging activities.
- To handle complaints received from students diligently, conducting thorough investigations and submitting comprehensive reports to the Anti-Ragging Committee, along with recommended punishments for the offenders.
- To oversee and ensure the proper procedure of obtaining undertakings from students, in accordance with the stipulated provisions.
- To conduct workshops and orientation sessions to raise awareness about the menace of ragging among the students.
- To furnish students with contact details and phone numbers of designated individuals to whom they can report complaints or seek assistance in distressing situations.
- To provide counselling services and create awareness among the students about the adverse effects of ragging.
- To take all necessary and proactive measures for the prevention of ragging incidents within the campus premises.

## **ANTI-RAGGING GUIDELINES**

Ragging, a despicable practice, has caused immeasurable harm to numerous innocent lives and careers. It is currently characterized as an act that infringes upon an individual student's dignity, whether it is an actual violation or perceived as such. The campus has taken a firm stand against ragging and completely prohibits it. Anyone found involved in ragging or aiding such acts will be subject to punishment, as it is considered a criminal offense. Nirmala College of Pharmacy, Muvattupuzha, diligently ensures strict adherence to preventing any form of ragging within its premises

### **WHAT CONSTITUTE RAGGING**

**According to the UGC Regulation on Curbing the Menace of Ragging in Higher Institutions, 2009, ragging constitutes one or more of any of the following acts:**

- Any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student.
- Indulging in rowdy or undisciplined activities by any student or students which causes or is likely to cause annoyance, hardship, physical or psychological harm or to raise fear or apprehension thereof in any fresher or any other student.
- Asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student.
- Any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any other student or a fresher.
- Exploiting the services of a fresher or any other student for completing the academic tasks assigned to an individual or a group of students.
- Any act of financial extortion or forceful expenditure burden put on a fresher or any other student by students.
- Any act of physical abuse including all variants of it: sexual abuse, homosexual assaults, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person;

- Any act or abuse by spoken words, emails, post, public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to fresher or any other student.
- Any act of physical or mental abuse (including bullying and exclusion) targeted at another student (fresher or otherwise) on the ground of colour, race, religion, caste, ethnicity, gender (including transgender), sexual orientation, appearance, nationality, regional origins, linguistic identity, place of birth, place of residence or economic background.

**CONSTITUTION OF ANTI-RAGGING COMMITTEE:** The Anti-ragging Committee is to be nominated and headed by the Head of the Institution, and consisting of representatives of civil and police administration, local media, Non Government Organizations involved in youth activities, representatives of faculty members, representatives of parents, representatives of students belonging to the freshers' category as well as senior students, non-teaching staff; and shall have a diverse mix of membership in terms of level as well as gender

## **MEASURES FOR PROHIBITION OF RAGGING**

1. The public declaration of intent by the institution for the admission of students to the course of study shall expressly provide that ragging is totally prohibited in the institution, and anyone found guilty of ragging and/or abetting ragging, whether actively or passively, or being a part of a conspiracy to promote ragging, is liable to be punished in accordance with these Regulations as well as under the provisions of any penal law for the time being in force.
2. The telephone numbers of all the important functionaries in the institution, including but not limited to the Head of the institution, faculty members, members of the Anti-Ragging Committees and Anti-Ragging Squads, shall be published in the academic calendar
3. The application for admission are accompanied by an Anti-Ragging affidavit signed by a student in a prescribed format and another Anti Ragging Affidavit signed by a Parent/Guardian.
4. Before the beginning of each academic year, Anti-ragging Awareness programs will be organized for senior students to educate them about the detrimental effects of ragging. Additionally, the police and local authorities will conduct



awareness sessions for the freshers, providing them with valuable information about ragging and its corresponding legal consequences. This collaborative effort aims to create a safe and welcoming environment for all students on campus

5. In order to ensure a ragging-free environment, an Anti-ragging Squad will be established to diligently monitor the college premises. This squad will be composed of responsible and vigilant members who will work towards preventing and promptly addressing any potential incidents of ragging. Their presence will serve as a strong deterrent, promoting a safe and respectful atmosphere for all students.

### **ADMINISTRATIVE ACTION IN THE EVENT OF RAGGING**

According to the UGC Regulation on Curbing the Menace of Ragging in Higher Educational Institutions, 2009, depending on the nature and gravity of the guilt established by the Anti-Ragging Squad, those found guilty may be awarded one or more of the following punishments, namely;

- Warning, writing apology letter
- Suspension from attending classes and academic privileges.
- Withholding/ withdrawing scholarship/ fellowship and other benefits.
- Debarring from appearing in any test/ examination or other evaluation process.
- Withholding results.
- Debarring from representing the institution in any regional, national, or international meet, tournament, youth festival, etc.
- Suspension/ expulsion from the hostel.
- Cancellation of admission.
- Rustication from the institution for period ranging from one to four semesters.
- Expulsion from the institution and consequent debarring from admission to any other institution for a specified period.



# ANTI RIGGING CELL

4



**NIRMALA COLLEGE OF PHARMACY  
MUVATTUPUZHA, 686661**

FILE NAME : ANTI-RAGGING COMMITTEE MEETING MINUTES

NCP DOCUMENT NO: NCP/D/AR-SP/01A

FILE PERTAINING TO : ☒ NBA ☐ PAIC ☐ NAAC ☒ OTHER

NBA CATEGORY : P - FILE NO: \_\_\_\_\_

I - FILE NO: \_\_\_\_\_

C - FILE NO: \_\_\_\_\_

NAAC FILE NO: \_\_\_\_\_

OTHERS: KUHS XXI, STATUTORY

14.08.2018

Antiragging committee meeting

The meeting of reconstituted antiragging committee was held on 14.08.2018, 3PM in the seminar hall.

Dr. Shyam Kumar B welcomed the gathering. Principal Dr. Daniel Banji and vice principal Mr. Deep Jose addressed the gathering. Respected SI of police Dr. Brijukumar and Mr John Joseph, PTA president also shared their views on importance of antiragging committee. Students of Nirmala college were given chance to express their experiences in the college. Meeting ended with vote of thanks ~~for~~ by Mr. Naveen R. Ms. Suneeta Anna Benny anchored the meeting.

Prepared by

Mrs. Elizabeth N Xavier

~~Elizabeth~~

Checked by

Dr. Shyam Kumar B





14.08.2018

Reconstituted anti-ragging committee with the following members.

1. Fr. Jose Mathai Myladiath - Administrator DM
2. Dr. David Banji - Principal
3. Mrs. Deepa Jose - Vice Principal DP
4. S.I of police, Mr. Brijukumar - BJ
5. Grama panchayath Ward member - Mrs. Geetha Bhaskaran GB
6. Mr. K.R. Rajesh Raudar - Deepika News paper repres. RR
7. Mr. Jimmy Jose - ICI JJ
8. Dr. Syam Kumar B. - HOD, Professor, Dep. of Pharm Chem. - B.S.K.
9. Dr. R. Badmanathan - HOD, Professor, Dept of P. cognony - P. Badmanathan
10. Dr. Bharath Mishra - HOD, Professor, Dept of Biology BM
11. Dr. Mariju Maria Mathews - Coordinator, Asso. Prof. P. centres - MM
12. Mr. Fels Saju, Assistant Professor, Dept of P. centres - FS
12. Mr. Johnny Augustine - 5<sup>th</sup> Pharm.D JA
13. Mr. John Joseph - PTA President JJ
14. Mrs. Alice - I Pharm D Parent Representative Al
15. Mr. Mohammed - I. B. Pharm Parent Representative Absent
16. Mrs. Mini Thomas - I B. Pharm " MT
17. Mrs. Alice Jolly - I Pharm D " Al
17. Mrs. Kochumari Joseph - II Pharm.D " Kochumari Joseph
18. Mrs. Jenni Jacob - II B. Pharm (II Sem) " Absent
19. Mr. Jebbar - II B. Pharm ( " ) " Jebbar
20. Mr. Anny Benny Sajja - IV B. Pharm student representative AB
21. Mrs. Mary Paul - III Sem B. Pharm " MP
22. Mr. Madhav S - I B. Pharm " Madhav
23. Ms. Aleena Isaac - IV Pharm. D " Aleena
24. Ms. Jancy Varghese - III Pharm. D. " Jancy
25. Mr. Sreenith - I Pharm D " Sreenith
26. Mr. Sony - " Parent Rep Sony

# Antiragging Awareness Programme 3.11.18

13.8.18

Reconstitution of antiragging squad

Antiragging squad inspected

Disciplinary committee organised an antiragging awareness programme for students of II Pharm D. and III semester B. Pharm on 3/11/18 in the seminar hall at 2 PM

Resource persons

- 1) Adv. John Methippara  
Mediator - taluk legal society - Muvattupuzha
- 2) Mr. Jimmy Jose ?  
Vice Chairman  
Taluk legal service Committee

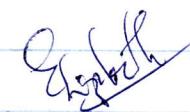
## Programme schedule

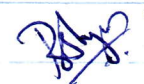
Welcome - Dr. Manju Maria Mathews

Felicitation - Ms. Deepa Jose

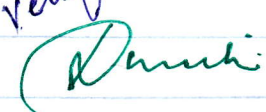
Session I - Adv. Jose Methippara (2-3 PM)

Session II - Mr. Jimmy Jose (3-4 PM)

Prepared by:   
Elizabeth N. Xavier

Checked by  
Dr. Syam Kumar B.  




Verified by  




Mr. Morris Joseph - 5th Pharm.D.  
Mr. Sunny Thomas - M. Pharm. final  
Semester.

*Pharm.D.*

*Sunny*





31.08.2019

Antiragging committee meeting

A meeting of the members of the antiragging committee was held at 2:30PM in the seminar hall.

Vice principal Dr. Deepa Jose welcomed the gathering. Administrator Fr. Jose Matha Myladiath addressed the gathering. PTA president Mr. ~~John~~ Joseph John also addressed the gathering and shared his views about anti ragging committee. Mr. Robin Johnson and Ms. Elmy of IV B.Pharm and I Pharm. D respectively shared their experiences as a fresher in the campus. Their views reassured Nirmala college of pharmacy is ragging free. Meeting concluded with the vote of thanks from Dr. Syam Kumar B.

Prepared by



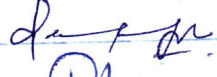
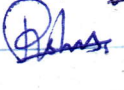

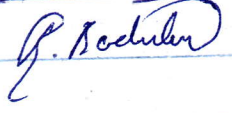

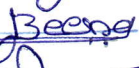



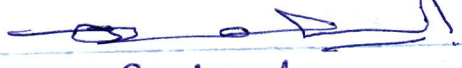


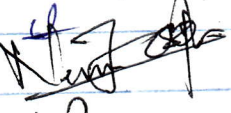



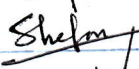




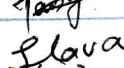
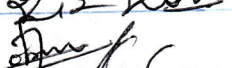



Elizabeth N Xavier  
Elizabeth

Checked by

Dr. Syam Kumar B

Syam Kumar B.

# Members of anti ragging committee 2019

1. Fr. Jose Mathai Myladiath  , Administrator
2. Dr. Manju Maria Mathews  , Principal
3. Dr. Deepa Jose, Vice Principal 
4. Dr. Syam Kumar B, HOD, Dept. of P. Chemistry 
5. Dr. Bharath Mishra, HOD, " " P. Biology 
6. Dr. R. Radmanathan, " " " P. Geography 
7. Mr. Fels Saji, Asst. Professor - Feb
8. Mr. Geethe Bhaskaran - Ward Member - Absent
9. Mr. NAI ~~Saji~~ - SI of police - Mypa - Soofi T. M
10. Lige Jaison 
11. Beena Mathew 
12. Joseph John 
13. Johnny Augustine 
14. Varghese K.V. 
15. Saheer Kottapagarbil 
16. Subaida Ummer 
17. MUHAMMED B.S 
18. SIMI YACOB 
19. Nevin Joseph IV<sup>th</sup> Pharm D 
20. Anna Davice IV<sup>th</sup> Pharm D 
21. Shaniga Mathew II<sup>nd</sup> Pharm D 
22. Shefen Mytheen II<sup>nd</sup> Pharm D 
23. Johnson V. Babu V<sup>th</sup> Pharm D 
24. Maria Joseph V<sup>th</sup> Pharm D 
25. Jisna Joy I<sup>st</sup> B. Pharm 
26. Mariya Sunny I<sup>st</sup> B. Pharm 
27. Ganiga Berny I<sup>st</sup> B. Pharm 
28. Sumayya Narvas I<sup>st</sup> M. Pharm 
29. John Johnson IV B. PHARM 
30. Christina Told IV B. PHARM 
31. Faeddy P Robin V<sup>th</sup> Sem B. Pharm 



32	Arya Sasankan	2 <sup>th</sup> sem Bpharm	<u>Sayer</u>
33	Chems Thomas Jose	3 <sup>rd</sup> Pharm D	<u>Ch</u>
34	Linda Jose	11 <sup>th</sup> Pharm D	<u>Linda</u>
35	Shesin Mytheen	11 <sup>th</sup> Pharm D	<u>Shesin</u>
36	Akshay P.V	11 <sup>th</sup> Bpharm D	<u>Akshay</u>
37	Steban Medheo	1 <sup>st</sup> Pharm D	
38	Maria - C George	11 <sup>th</sup> sem B Pharm	<u>Maria</u>
39	Elmy Isaac John	1 <sup>st</sup> Pharm D	<u>Elmy</u>
40	Mr K R Rajesh Randar - Deepika News Paper Repre		
41	Binson Jose - ICI Marattupuzha President		

Verified  
KUTHS Inspection  
on 23-01-2020  
Dr. R.V. Celestin Baboo

Verified KUTHS  
Inspection on  
23/1/2020  
Dr. R.V. Celestin Baboo

KUTHS Inspection

Dr. R.V. Celestin Baboo  
6/10/2020



28.01.2021

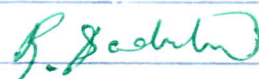
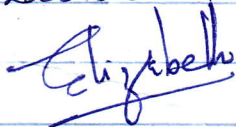
## Reconstitution of Antiragging committee

Minutes:

- A meeting of the members of the antiragging committee was held at 10:30 A.M. by Google meet
- Dr. Prasanth Francis, Head, Disciplinary committee welcomed the gathering
- Shri. Sasi Kumar VK, SI, Muvattupuzha and Shri Rajesh Ponnumpurayidam, Member, Ward 14, Aroly Grama Panchayath shared their views on antiragging concepts
- Dr. R. Badmanabhan, Principal and Dr. Deepa Jose, Vice Principal also addressed the gathering.
- Ms. Tharseeka Thasnim, 1<sup>st</sup> sem B. Pharm, and Ms. Sreelakshmi Sreekumar, 2<sup>nd</sup> Pharm D. shared their experiences as a fresher in the campus.
- Programme was concluded by a vote of thanks by Mrs. Elizabeth N Xavier

Prepared by


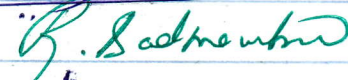
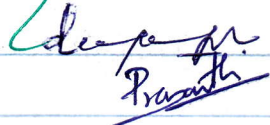

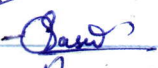
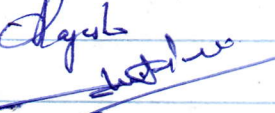
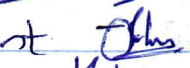

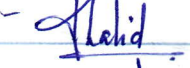




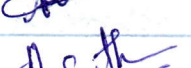



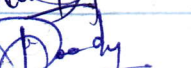


Elizabeth N Xavier

  
Dr. BADMANABHAN. R


PRINCIPAL

Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)  
Kerala - 686 661

## Members of anti-ragging committee 2020-2021

1. Fr. Jose Mathai Myladiath, Administrator 
2. Dr. R. Badmanabhan, Principal 
3. Dr. Deepa Jose, Vice Principal 
4. Dr. Prasath Francis, Head, Disciplinary committee
5. ~~Dr.~~ Fels Saji, Asst Professor, Dept. of P. centres 
6. Shri <sup>Sasi</sup> ~~Siva~~ Kumar VK, SI, Muvattupuzha 
7. Shri, Rajesh Ponnumpurayilam, Ward member 
8. Dr. Bharath Mishra, HOD, Dept. of pharmacology 
9. Mr. Joseph John Muringanattom, PIA president 
10. Khalid Muhammed, PIA member 
11. KM Ismael, PIA member 
12. Asna Mytheen, I Sem B-Pharm 
13. Anas Muhammed Azad, I Pharm D 
14. Sreelakshmi Sreekumar, II Pharm D 
15. Aneeta Keson, III Pharm. D. 
16. TA Thaseecha Thaseem, V Sem B-Pharm 
17. Neha Baby, IV Pharm D. 
18. Mahin T M, VI Sem B-Pharm 
19. Nevin Joseph, V Pharm D 
20. Dady Thomas, VI Pharm D 
21. Sumayya Navar II M-Pharm 
22. Mr Binson Jose, SI, Mupa



  
**Dr. BADMANABAN. R**  
 PRINCIPAL  
 Nirmala College of Pharmacy  
 Muvattupuzha, Ernakulam (Dist.)  
 Kerala - 686 661



REC

Elizabeth Xavier is presenting

Principal Pharm... and 5 more

10:26 AM

You

Photos - IMG-20210121-WA0022.jpg

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*You're invited!*

## ANTI-RAGGING CELL RECONSTITUTION

Academic Year: 2020-2021

Date: 28-01-2021

Time: 10.30AM(virtual mode)

**NO to Ragging**


*Respected Dignitaries*

Shri.Sasi Kumar, Sub Inspector of Police, Muvattupuzha

Shri. Rajesh Ponnumpurayidam, Ward 14 Member Avoly Panchayath

*Organized by*


Disciplinary committee



**NIRMALA COLLEGE OF PHARMACY**

**MUVATTUPUZHA**

Affiliated to Kerala university of Health Sciences , Thrissur



P

Prasanth Francis

E

Elizabeth Xavier

S

Sumayya Navas

46. Thanseea Thasneem

33. Asna Mytheen joined

Meeting details

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🔊

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👏

Pause hand

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Turn on captions

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Elizabeth Xavier is presenting

Verified - KUHHS  
 Inspection on 26/2/21  
 (CBINDU-K)



12.01.2022 Reconstitution of Antiragging committee

Minutes



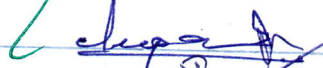

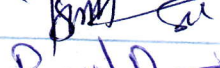

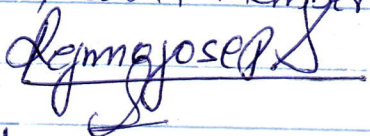


A meeting of the new members of the antiragging committee was held at 10:00 AM in the seminar hall. Dr. Prasanth Francis, Head, Disciplinary Committee welcomed the gathering. Mr. C.H. Basheer, SI of police, Muvattupuzha addressed the gathering and gave an orientation on Indian Ragging Act. Dr. R. Badmanabhan, Principal delivered felicitation to the new members of the committee. Mr. Rajesh Ponnumpurayidam, also shared his views on importance of antiragging committee in the campus. Mr. Sobin Kunjuman, Associate Professor, Department of Pharmacy Practice delivered the vote of thanks.

Prepared by  
Elizabeth N Xavier  
*Elizabeth*




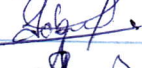
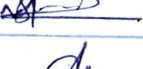
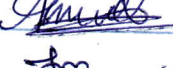
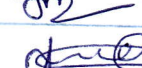





*P. Badmanabhan*  
Dr. BADMANABHAN. R  
PRINCIPAL  
Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)  
Kerala - 686 661

## Members of anti-ragging committee 2021-2022

1. Fr. Jose Mathai Myladiath, Administrator 
2. Dr. R. Badmanabhan, Principal 
3. Dr. Deepa Jose, Vice Principal 
4. Dr. Prasanth Francis, Head, Disciplinary comm. 
5. Mr. C H Basheer, SI of police, Marattupuzha 
6. Mr. Rajesh Ponnumpurayidam, Was 14 Member 
7. Mr. Rejimon C.O. — 
8. Mrs SIMI - JACOB
9. Et Subeedy ummer 
10. Moley Joseph 

### Students Present :-

1. GANGA, 1<sup>st</sup> PHARM D 
2. JOFIN SABHU, 1<sup>st</sup> PHARM D. 
3. BEEMA UMMER 4<sup>th</sup> SEM. BPHARM 
4. JOBINS BIJU 4<sup>th</sup> SEM. BPHARM 
5. SHYANJITH.M 6<sup>th</sup> SEM B.PHARM 
6. Anuvindh Suresh 6<sup>th</sup> Sem B. pharm 
7. Jincy Joy 6<sup>th</sup> Sem B. pharm 
8. Nimmy Thomas 6<sup>th</sup> sem B Pharm 
9. Sacha P. Valsan 6<sup>th</sup> Sem B. pharm 
10. Ravi Baby 6<sup>th</sup> Sem B. pharm 



3<sup>rd</sup> Pharm d

11. Stebin Mathew

12. Shefin Siby





13. 1<sup>st</sup> Sem B-pharm

Rajagopal V.

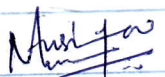


14. VI<sup>th</sup> Sem - Bpharm

15. Ansiya Misreana

16. Linu Jose

17. Divya Mathew







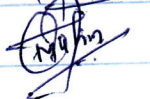
18. VIII<sup>th</sup> Sem - Nimitha Antony

19. Anitta Thomas

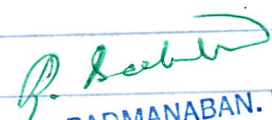
20. Mahin T.m









  
Dr. BADMANABAN. R  
PRINCIPAL  
Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)  
Kerala - 686 661



Date : 04/06/2020

Circular : All the members are requested to attend a meeting in Seminar hall at 10 am

Agenda : Reconstitution of Anti-ragging Committee

Members present :

Dr. Badmanaban R (Principal) *P. Badmanaban*  
 Dr. Deepa Jose (Vice-Principal) *D. Deepa*  
 Dr. Karthikeyan M. (Head, Disciplinary Committee) *K. Karthikeyan*  
 Ms. Elseena Jose (Incharge) *E. Elseena*  
 Ms. Ganga K-G (Student rep.) *G. Ganga*  
 Mr. Raja Gopal (Student) *R. Raja Gopal*  
 Mr. Edwin Saro ( " ) *E. Edwin Saro*  
 Mr. Stebin Mathew ( " ) *S. Stebin Mathew*

### Minutes of Meeting

The anti-ragging committee was reconstituted and the meeting for the same was conducted on 04/06/2020 at 10 am in the seminar hall. The new members were added to the committee and the importance and work pattern of the committee was introduced to the new members.

Prepared by  
 Elseena Jose  
*E. Elseena*



*P. Badmanaban*  
 Dr. BADMANABAN. R  
 PRINCIPAL  
 Nirmala College of Pharmacy  
 Muvattupuzha, Ernakulam (Dist.)  
 Kerala - 686 661

ANTI-RAGGING CELL

2023 onwards



## Anti-ragging Committee 2022-2023

Date : 9/01/2023.

Circular : All the members are requested to attend a meeting in pharmacology staff room at 10.00 am

Agenda : Re-constitution of anti-ragging cell

Members present :

Dr. Karthikeyan M

Mrs. Elseena Jose

AM

Elseena

### Minutes of Meeting

The reconstitution of anti-ragging cell will be scheduled on 13/01/2023. The cell discussed about the various matters considered before the official reconstitution meeting.

The responsibilities include : program schedule, invitation for the guest, the reception, auditorium arrangements etc. The program is scheduled at 10 am in the auditorium.

Prepared by  
Elseena Jose  
Elseena

P. Jacob  
Dr. BADMANABAN. R  
PRINCIPAL  
Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)  
Kerala - 686 661



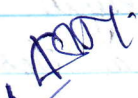



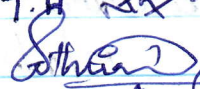
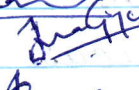
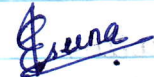


Date: 12/01/2022.

Circular: All are requested to attend a meeting in 2<sup>nd</sup> pharm D classroom to discuss about the Affidavit updation.


Agenda: Anti-ragging affidavit updation

Members present:

Dr. Karthikeyan M.   
 Dr. Deepa M.K.   
 Mrs. Flowerlet Mathew   
 Mrs. Narmitha T.H.   
 Ms. Athira   
 Ms. Junia George   
 Mrs. Elseena Jose 

### Minutes of meeting

All students have to update the anti-ragging affidavit. Duty has been assigned to above mentioned members. Students are divided into groups and each group will be assigned with a teacher. She/he will direct the students to fill the form. The procedure is explained to all teachers by Elseena Jose.

Prepared by  
 Elseena Jose  




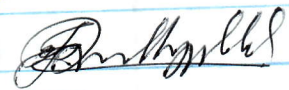
  
 P. BALAKRISHNAN  
 PRINC.  
 Nirmala College of Pharmacy  
 Muvattupuzha, Ernakulam (Dist.)  
 Kerala - 686 661

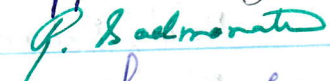
5

Date : 13/01/2023

Circular : All the members are requested to attend a meeting in the auditorium at 10.00am

Agenda : Reconstitution of anti-ragging cell for the academic year 2022-2023

Members present : Rev. Fr. Jose Pulloppillil : 


Dr. Badmanaban R. (Principal) : 

Dr. Deepa Jose

Dr. Karthikeyan M

Dr. Fels Saju

Mr. Rajesh Ponnumpurajidam (ward 4 member) : Absent

Mr. C. H. Basheer (SI of police, Muvattupuzha) : 

Mrs. Elseena Jose

Mrs. Kochurani Tomy (PTA President)

Mr. Reji K. Paul (PTA Member)

Mrs. Souman Mathew (PTA Member)

### Minutes of Meeting

A meeting for the reconstitution of anti-ragging committee for the academic year 2022-2023 was held on 13/1/2023. The program was conducted in the auditorium. Prof. Dr. Badmanaban R., Principal welcomed the gathering. Administrator Rev. Fr. Jose Pulloppillil delivered the inaugural Address. Mr. C-H Basheer SI of Police Muvattupuzha delivered the keynote address and gave an orientation about Indian ragging act to the students. The PTA president Mrs. Kochurani Tomy gave the felicitation speech. Mrs. Elseena Jose, Incharge of Anti-ragging cell delivered the vote of thanks to all the last year students and



6

Student representatives from all batches and union members (students) were present for the meeting.

List of student representatives present.

Jose Paul Jiby 1<sup>st</sup> semester B.Pharm.

Nandhana Jayesh 2<sup>nd</sup> semester B.Pharm.

Bobby Boban 4<sup>th</sup> sem B.Pharm.

Aleena Raju 5<sup>th</sup> sem B.Pharm.

Rakhy Jolly 7<sup>th</sup> sem B.Pharm.

Aron Joshy 1<sup>st</sup> Pharm.D.

Jafin Sabu 2<sup>nd</sup> Pharm.D.

Freddy Alappattu 3<sup>rd</sup> Pharm.D.

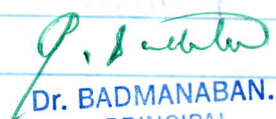
Archa S. Nair 4<sup>th</sup> Pharm.D.

Aneta Vinobi Union member

Pooja Shajan "

Prepared by Head of the Committee  
Elseena Jose Esuna



  
Dr. BADMANABAN. R  
PRINCIPAL  
Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)  
Kerala - 686 661



# **Internal Complaints Committee**



# NIRMALA COLLEGE OF PHARMACY

Nirmala Hills, Muvattupuzha P.O.  
Ernakulam district, Kerala, India - 686 661

Date: 12.12.2022

No: 0512522

## CIRCULAR

The gender sensitization cell has been reconstituted as Internal complaints committee as per UGC(prevention, prohibition, and redressal of sexual harassment of women employees and students in higher education institutions)regulations,2015 and No F. 91-1/2013(TFGS). The committee will take charge from 12-12-2022 for the academic year 2022-2023 with the following persons as members. This committee will address the complaints of sexual harassment and assist the victims to protect their dignity at the workplace

Name	Cell Designation	College Designation
Mrs. Sini Baby	Presiding officer	Associate Professor
Dr. Fels Saju	Faculty member	Associate Professor
Mrs. Saranya T.S.	Faculty member	Assistant Professor
Mr. Shijo George	Non-teaching faculty	Lab assistant
Mrs. Melby Sunny	Non-teaching faculty	Lab assistant
Sr. Adv. Josy BSc, LLM  Idukki District CourtThodupuzha	Legal Officer	



*P. Badmanaban*  
PRINCIPAL

Dr. BADMANABAN. R  
PRINCIPAL

Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)

Managed by Nirmala College Society, Kerala  
No.ER 928/2001), Diocese of Kothamangalam

Affiliated to Kerala University of Health Sciences, Thrissur  
Approved by Government of Kerala & Pharmacy Council of  
India, New Delhi Certified by ISO 9001:2015 Accredited  
by IAO & NBA (UG Pharmacy).



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# NIRMALA COLLEGE OF PHARMACY

Muvattupuzha P.O., Ernakulam Dist., Kerala-686661

Established in 2004, under Nirmala College Society (Reg.No.ER 928/2001)

## CIRCULAR 22-12-2021

### GENDER SENSITIZATION COMMITTEE (2021-22)

The Gender sensitization cell for the academic year 2020-21 is constituted with the following members. This change is with effect from 22/12/2021.

S. N O	NAME	DESIGNATION	CONTACT NUMBER	MAIL ID
STAFF REPRESENTATIVES				
1	Mrs.Sini Baby	Chair person	9447152848	sini_baby2007@yahoo.co.in
2	Mrs. Antriya Annie Tom	Secretary	9567884407	antriyatom@gmail.com
3	Dr.Fels Saju	Member	9946304014	fels@nirmalacp.org
4	Ms.Sunitha Sukumaran	Member	9074526394	sunitha@nirmalacp.org
5	Ms.Anusha Shaji	Member	9946367355	anushashajianu555@gmail.com
6	Mrs.Melby Sunny	Member	9744469111	Jasmineshaji974469111@gmail.com
7	Mrs.Bindhumol P.C	Member	9495737934	bindupayyala@gmail.com
8	Mr.Anandhu K.s	Member	8848465146	anandhu@nirmala cp.org
9	Mr.Shijo George	Member	9495316684	
STUDENT REPRESENTATIVES				
SL N O	NAME	Course & year	CONTACT NUMBER	MAIL ID
1	Ms.Sama Fathima	II Pharm..D	9562624428	myselfsam639@gmail.com
2	Ms.Ammusiya Suresh	II Sem B.Pharm	6235407522	ammupalely2002@gmail.com





## NIRMALA COLLEGE OF PHARMACY

Muvattupuzha P.O., Ernakulam Dist., Kerala-686661

Established in 2004, under Nirmala College Society (Reg.No.ER 928/2001)

3	Ms.Sangeetha Sukumaran	IV sem B.Pharm	9207059547	Sangeethasukumaran8692@gmail.com
4	Ms.Maria .C.George	VI Sem B,Pharm	7510127308	<a href="mailto:mariacgeorge22@gmail.com">mariacgeorge22@gmail.com</a>
5	Ms. Anitta Thomas	VIII Sem B,Pharm	8137982210	<a href="mailto:anittathomas683@gmail.com">anittathomas683@gmail.com</a>
6	Ms.Niveena Varghese	III Pharm.D	9847997152	Niveenavarghese@gmail.com
7	Ms. Ann Mary Bosco	IIV Pharm.D	7561025469	annbosco35@gmail.com
8	Ms.Janice Jacson	V Pharm.D	9768969198	Janice.jacson@gmail.com

SIGNATURE OF PRINCIPAL:

*P. Badmanaban R*  
**Dr. BADMANABAN. R**  
**PRINCIPAL**  
Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)  
Kerala - 686 661





**NIRMALA COLLEGE OF PHARMACY**  
Muvattupuzha P.O., Ernakulam Dist., Kerala-686661  
Established in 2004, under Nirmala College Society (Reg.No.ER 928/2001)

**CIRCULAR**

22-12-2020

**GENDER SENSITIZATION COMMITTEE (2020-21)**

The Gender sensitization cell for the academic year 2020-21 is constituted with the following members. This change is with effect from 22/12/2020.

S. N O	NAME	DESIGNATION	CONTACT NUMBER	MAIL ID
<b>STAFF REPRESENTATIVES</b>				
1	Mrs. Sini Baby	Chair person	9447152848	sini_baby2007@yahoo.co.in
2	Mrs. Anriya Annie Tom	Secretary	9567884407	anriyatam@gmail.com
3	Mr.Fels Saju	Member	9946304014	fels@nirmalacp.org
4	Ms.Jisha Thomas	Member	9562745527	jishathomaskeralam@gmail.com
5	Ms.Anusha Shaji	Member	9946367355	anushashajianu555@gmail.com
6	Mrs.Melby Sunny	Member	9744469111	Jasmineshaji974469111@gmail.com
7	Mrs.Bindhumol P.C	Member	9495737934	bindupayyala@gmail.com
8	Mr.Sebin sebastian	Member	7025107049	sebin@nirmala cp.org
9	Mr.Shijo George	Member	9495316684	
<b>STUDENT REPRESENTATIVES</b>				
SL N O	NAME	Course & year	CONTACT NUMBER	MAIL ID
1	Ms.Sama Fathima	I Pharm..D	9562624428	myselfsam639@gmail.com
2	Ms.Ammusiya Suresh	I Sem B.Pharm	6235407522	ammupalely2002@gmail.com



**NIRMALA COLLEGE OF PHARMACY**  
Muvattupuzha P.O., Ernakulam Dist., Kerala-686661  
Established in 2004, under Nirmala College Society (Reg.No.ER 928/2001)

3	Ms.Sangeetha Sukumaran	III sem B.Pharm	9207059547	Sangeethasukumaran8692@gmail.com
4	Ms.Maria .C.George	V Sem B,Pharm	7510127308	<a href="mailto:mariacgeorge22@gmail.com">mariacgeorge22@gmail.com</a>
5	Ms. Anitta Thomas	VIII Sem B,Pharm	8137982210	<a href="mailto:anittathomas683@gmail.com">anittathomas683@gmail.com</a>
6	Ms.Niveena Varghese	II Pharm.D	9847997152	Niveenavarghese@gmail.com
7	Ms. Ann Mary Bosco	III Pharm.D	7561025469	annbosco35@gmail.com
8	Ms.Janice Jacson	IV Pharm.D	9768969198	Janice.jacson@gmail.com
9	Ms.Rony Rose George	V Pharm.D	9526621158	rinrongeorg@gmail.com
10	Ms.Mariya Thomas	VI Pharm.D	9539510575	mariathomas199@gmail.com
11	Ms.Chinju M Sivaraman	I M.Pharm	860662133	chinjusivaraman@gmail.com
12	Mr.Abin Jomy	I Sem B.Pharm	8078947460	abinjomykunnumpurathu@gmail.com

SIGNATURE OF PRINCIPAL:

*P. Radhankumar*  
22/12/2020.  
PRINCIPAL

Nirmala College of Pharmacy  
Muvattupuzha, Ernakulam (Dist.)  
Kerala- 686 661







**NIRMALA COLLEGE OF PHARMACY**  
Muvattupuzha P.O., Ernakulam Dist., Kerala-686661  
Established in 2004, under Nirmala College Society (Reg.No.ER 928/2001)

**CIRCULAR**

31-08-2019

**GENDER SENSITIZATION COMMITTEE (2019-20)**

The Gender sensitization cell for the academic year 2019-20 is constituted with the following members. This change is with effect from 31/08/2019.

S.NO	NAME	DESIGNATION	CONTACT NUMBER	E- MAIL
<b>STAFF REPRESENTATIVES</b>				
1	Mrs.Sini Baby	Chair person	9447152848	<a href="mailto:sini_baby2007@yahoo.co.in">sini_baby2007@yahoo.co.in</a>
2	Mrs Anriya Annie Tom	Secretary	9567884407	<a href="mailto:antriyatom@gmail.com">antriyatom@gmail.com</a>
3	Ms.Jeethu joby	Member	8921488414	<a href="mailto:Jobythomas5603@gmail.com">Jobythomas5603@gmail.com</a>
4	Ms.Jisha Thomas	Member	9562745527	<a href="mailto:jishathomaskeralam@gmail.com">jishathomaskeralam@gmail.com</a>
6	Ms.Anusha Shaji	Member	9946367355	<a href="mailto:anushashajianu555@gmail.com">anushashajianu555@gmail.com</a>
7	Mrs.Melby Sunny	Member	9744469111	<a href="mailto:Jasmineshaji974469111@gmail.com">Jasmineshaji974469111@gmail.com</a>
8	Mrs.Bindhumol P.C	Member	9495737934	<a href="mailto:bindupayyala@gmail.com">bindupayyala@gmail.com</a>
9.	Mr.Sebin sebastian	Member	7025107049	<a href="mailto:sebin@nirmala cp.org">sebin@nirmala cp.org</a>
10	Mr.Shijo George	Member	9495316684	



## NIRMALA COLLEGE OF PHARMACY

Muvattupuzha P.O., Ernakulam Dist., Kerala-686661

Established in 2004, under Nirmala College Society (Reg.No.ER 928/2001)

### CIRCULAR

31-08-2018

### GENDER SENSITIZATION COMMITTEE (2018-19)

The Gender sensitization cell for the academic year 2018-19 is constituted with the following members. This change is with effect from 31/08/2018.

S.NO	NAME	DESIGNATION	CONTACT NUMBER	E- MAIL
STAFF REPRESENTATIVES				
1	Mrs.Sini Baby	Chair person(women cell)	9447152848	sini_baby2007@yahoo.co.in
2	Mrs Antriya Annie Tom	Secretary	9567884407	
3	Mrs.Anu Jayamol Mathew	Member	9496825892	anujayamol@gmail.com
4	Ms.Jisha Thomas	Member	9562745527	jishathomaskeralam@gmail.com
5	Ms.Dona Maria Jetto	Member	8547174493	donamariajetto@gmail.com
6	Ms.Irene Stanly	Member	8281684385	irenestanlyenchackal@gmail.com
7	Mrs.Melby Sunny	Member	9744469111	
8	Mrs.Bindhumol P.C	Member	9495737934	
9.	Mr.Scbin sebastian	Member	7025107049	sebin@nirmala cp.org
10	Mr.Shijo george	Member	9495316684	
STUDENT REPRESENTATIVES				
SL.N O	NAME	Course &year	Contact number	MAIL ID
1	Ms. Ann mary Bosco	I Pharm.D	7561025469	annbosco35@gmail.com
2	Ms.Maria .C George	I Sem. B.pharm	7510127308	mariacgeorge22@gmail.com

**NIRMALA COLLEGE OF PHARMACY**  
**MUVATTUPUZHA**

Affiliated to Kerala University of Health Sciences

Thrissur

Approved by the Government of Kerala and PCI, New Delhi

Managed by

**Nirmala College Society (Reg No. ER.928/2001)**

Under Catholic Diocese of Kothamangalam

**POLICY FOR INTERNAL COMPLAINTS COMMITTEE (ICC)**

**VERSION NO: 1**

**2022/DECEMBER**



Muvattupuzha (PO), Ernakulam (Dist)

Kerala-686661, India

Ph No-0485-2830666(O), 2836888(P), Fax: +914852830666

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## **PURPOSE**

The purpose of an Internal Complaints Committee (ICC) is to address and resolve complaints related to sexual harassment at Nirmala College of Pharmacy, Muvattupuzha.

## **SCOPE**

The scope of an Internal Complaints Committee (ICC) is focused on addressing and resolving complaints related to sexual harassment in the workplace. The ICC's primary responsibility is to ensure the effective implementation of the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, which applies to all workplaces in India.

The key areas within the scope of an ICC

- Handling Complaints
- Investigation
- Redressal
- Confidentiality
- Prevention and Awareness
- Record-Keeping
- Support and Protection of the complainant

**PREAMBLE:** In view of the directions of the Hon'ble Supreme Court, Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 and in consideration of the determination of the Central Government and as per UGC (prevention, prohibition, and redressal of sexual harassment of women employees and students in higher education institutions) regulations, 2015 and No F. 91-1/2013(TFGS).

## **POLICY STATEMENT**

- To prevent incidents of sexual harassment by creating awareness, conducting training programs, and implementing policies that promote a safe college environment
- To provide a formal and confidential platform for employees/students to report incidents of sexual harassment without fear of victimization or retaliation.
- To receive complaints related to sexual harassment, whether from victims or witnesses and conduct prompt and impartial investigations into the allegations.
- To ensure fairness and objectivity
- To take corrective action
- To conduct awareness programs to educate employees and students

## **STRATEGY**

- Policy Development and Communication
- Awareness and Training
- Confidential Reporting Mechanism
- Prompt and Impartial Investigations
- Non-Retaliation Measures
- Regular Reviews and Audits
- Record-Keeping and Compliance
- Continual Improvement

## **DUTIES AND RESPONSIBILITIES**

- The ICC is responsible for receiving complaints of sexual harassment from employees, students, interns, or any other person within the organization, irrespective of their gender.
- The committee ensures that all complaints are treated with confidentiality and sensitivity, providing a safe environment for complainants to come forward.
- The ICC conducts impartial and prompt investigations into the complaints received. The investigation process should be fair and transparent, and all parties involved should be given a chance to present their side of the story.
- The ICC takes necessary measures to protect the complainant from any form of victimization or retaliation for filing a complaint.
- The committee ensures that the details of the complaint, identities of the complainant, the accused, and witnesses are kept confidential throughout the investigation.
- The ICC provides support and guidance to the complainant during the investigation process, which may include counseling or assistance in any related matter.
- Based on the findings of the investigation, the committee determines whether sexual harassment has occurred or not.
- If sexual harassment is established, the ICC recommends appropriate disciplinary action against the perpetrator, adhering to the organization's policies and applicable laws.
- The committee in association with other statutory bodies, organizes periodic awareness programs and training sessions to educate employees/students about sexual harassment, prevention strategies, and the complaint redressal process.



- The ICC reviews the organization's sexual harassment policy periodically to ensure its effectiveness and compliance with applicable laws.
- The committee maintains proper documentation of all complaints received, actions taken, and their outcomes for record-keeping and compliance purposes.
- The ICC prepares and submits periodic reports to the appropriate authority about the complaints received and actions taken.
- If any party is dissatisfied with the ICC's decision, the committee may be involved in handling appeals according to the organization's policies and procedures.
- The ICC continuously seeks ways to improve its processes and functions, aiming to create a safer work environment and enhance the complaint redressal mechanism.



GENDER SENSITIZATION

CELL/INTERNAL COMPLAINTS'  
COMMITTEE

(2019 - 20)

Venue: Gemma Hall.

20/08/19.

A meeting was conducted to constitute Gender Sensitization committee. The following members were selected.

- Ms. Sini Baby (Chairperson)
  - Ms. Antony Annie Tom (Secretary)
  - Ms. Jisha Thomas
  - Ms. Anusha Shaji
  - Mr. Sebin Sebastian
  - Mr. Shijo George
  - Mr. Fels Saji
- } Members.

### Members Present:

- Sini Baby
- Antony Annie Tom
- Jisha Thomas
- Anusha Shaji
- Sebin Sebastian
- Shijo George
- Fels Saji
- Jeethu Joby
- Sangeetha Sukumaran
- Anu Mary Bawa
- Maria Pani
- Maria C. George
- Jisha Thomas
- Melby Sunny

*Sini*  
*dy*

*Antonia*  
*sebin*

*Jisha*

*Anusha*  
*Sebin*

*Shijo*  
*George*

*Fels*  
*Saji*

*Jeethu*  
*Joby*

*Sangeetha*  
*Sukumaran*

*Anu Mary*  
*Bawa*

*Maria*  
*Pani*

*Maria C.*  
*George*

*Jisha*  
*Thomas*

*Melby*  
*Sunny*

D.

Dr. Fels Saji

*Fels*  
*Saji*





Venue : IV B.Pharm Class Room. 31/08/19.

A meeting with the members of the Gender Sensitization committee was conducted after its constitution. The following members were selected from each class as the student representatives.

- Ms. Sangeetha Sukumaran (I Pharm.D)
- Ms. Maria. C. George (III Sem B.Pharm)
- Ms. Anitta Thomas (V Sem B.Pharm)
- Ms. Mariya Rami (IV B.Pharm)
- Ms. Neelina Varghese (I Pharm.D)
- Ms. Ann Mary Bosco (II Pharm.D)
- Ms. Janice Jaxon (II Pharm.D)
- Ms. Rony Rose George (IV Pharm.D)
- Ms. Mariya Thomas (V Pharm.D)
- Ms. Jeeva Joseph (VI Pharm.D)
- Ms. Chingie. M. Sevaraman (I M.Pharm)
- Mr. Jobin Johnson. (IV B.Pharm).
- Mr. Johnson. V. Babu. (V Pharm.D)

Members Present:

- 1) Sini BABY  
Melby Sunny
- 2) Sangeetha Sukumaran  
Ann Mary Bosco
- 3) Anshya Annie Tom
- 4) Shijo George
- 5) ~~Dee~~ Sajin Sabin Sebastian
- 6) Anusha Shaji
- 7) Jeethu Joby.
- 8) Maria Rani
- 9) Maria. C. George
- 10) Anitta Thomas



Venue: Seminar Hall.

Date: 04/11/19

Agenda: → To discuss about the issues faced by male & female students.

→ To conduct seminars on topic "Mental Health"

Decisions taken:

→ To organise a seminar on 16<sup>th</sup> November, Sat. at 3:00 pm.

→ Various Committees were constituted & the members were assigned duties.

Members present:

- Mr. Sini Baby
- Ms. Fels Saju
- Sangeetha Sukumaran
- An Mey Bocco
- Anuska Shaji
- Geethu Joby
- Anitta Thomas
- Antuya Anne Tom
- Shijo George
- Selin Sebastian
- Maria Rani
- Maria - C. George
- Shijo George





Venue : Seminar Hall.  
 Date : 18/02/20  
 Agenda : Monthly Meeting

Student members & Staff members of the committee gathered in the seminar Hall to have a discussion on the programmes to be conducted on 8th March 2020, International Women's Day. It was decided to conduct a "Debate Competition" on the topic "Whether Women Empowerment is limited to Debates?". It was decided to select 2 best Debaters also.

Members present :

- Ms. Suci BABY
- Mr. Fels Saju
- Sangeetha Sukumaran
- Para Mary Boro
- Anusha Shaji
- Geethu Baby
- Anitta Thomas
- Antuaya annie Tom
- Shijo George
- Sebin Sebastian
- Mawa Rani
- Mawa C. George

Sini

Mr

Mr

Mr

Mr

Mr

Mr

Mr

Mr

Mr

Mr

Mr





Venue: Seminar Hall

Date: 15/02/22

Agenda: Regular Review Meeting

### Meeting Minutes

A review meeting was conducted with the members to discuss about the female students in association with women cell. No complaints were reported regarding sexual harassment.

### Members present

Mrs. Sini Baby

Mr. Kels Saju

Ms. Shijo George

Mrs. Melby Sunny

Maria C. George



Venue: Seminar Hall.

Date: 12/12/22

Agenda: Re-constitution of gender sensitization cell as internal complaints committee


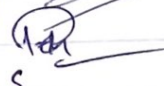

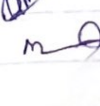
### Meeting Minutes

A meeting was conducted to reconstitute gender sensitization cell as internal complaints committee. The committee has been reconstituted as internal complaints committee as per UGC (prevention, prohibition and redressal of sexual harassment of women employees and students in higher education institutions) regulations, 2015 and No F. 91-1/2013 (TFGS). The following members were selected

Mrs. Sini Baby	Presiding officer
Dr. Fels Saji	Faculty Member
Mrs. Saranya T.S	Faculty member
Mr. Shijo George	Non teaching faculty
Mrs. Melby Sunny	Non-teaching faculty
Sr. Adv. Josy BSc. LLB	Legal officer

This committee will address the complaints of sexual harassment and assist the victims to protect their dignity at the workplace.

### Members present-

Mrs. Sini Baby	
Dr. Fels Saji	
Mrs. Saranya T.S	
Mr. Shijo George	
Mrs. Melby Sunny	



## **Notifications of statutory/regulatory bodies**



# Kerala University of Health Sciences

## Office Of Dean

No: 121 6 4 / 2020/A1/D.S. A/S

DATE 15-03-2021

### CIRCULAR

Subject: Regarding formation of Grievance Redressal Committee for Students (GRCS) in University affiliated colleges.

Notice: U.O No.ae /2021/DSA/KUHS dated 05.03.2021

As indicated above, the University Governing Council has approved the formation of Grievance Redressal Committee for Students (GRCS) in university affiliated colleges. Therefore, it is hereby notified that a Student Grievance Redressal Committee should be set up as soon as possible in all the colleges affiliated to the University following the guidelines below and the details (name, title, phone number, e-mail ID) of the members of the said committee should be sent to the Dean of Student Affairs.

### Grievance Redressal Committee for Students (GRCS)

#### INSTRUCTIONS

- In GRCS, College vice principal, College Union Chairman, College Union General Secretary, University Union Councillors, 2 Teachers' representatives (one of them women), Hostel Wardens, Deputy Wardens, SSGP Nodal Officer Mar and PTA representative will be the members.
- College Vice-Principal T. will be the chairperson of the committee and the teacher's representative will be the secretary. If there is no College Vice, the Senior Lecturer will be the Chairperson.
- The tenure of the committee will be one year. The committee shall be reconstituted at the beginning of each academic year
- Complaints related to students such as college, class, campus, hostel, food etc. are first submitted by students to this committee in writing
- This committee shall examine the grievances of the students and recommend appropriate redressal to maintain proper academic atmosphere in the college, which shall be implemented by the principal and the action taken on the grievance shall be communicated to the complaining student
- Complaints can be made in person, through post/e-mail and through complaint boxes established in colleges and hostels.
- GRCS shall meet every month to resolve the grievances received. This should be checked. Complaint boxes were opened at the meeting Anonymous complaints should also be taken seriously.


- Grievances which cannot be resolved by the GRCS Committee may be referred to the College Council.
- Anonymous complaints also should be taken seriously.
- The activity report of the GRCS Committee shall be sent by the Chairperson to the Dean of Student Affairs at the end of each academic year.
- The College Principal will be the appellate authority at the college level.
- The Sub-Committee of Students' Council (SCSC), comprising the Pro Vice Chancellor (Chairperson), Dean of Students, Senate Member, Students' Union Chairperson and Student Representative, shall be the appellate authority at the University level.

### Registrar

Copy To: All Principals

Content: Indicative Order



  
**Dr. BADMANABAN. R**  
PRINCIPAL  
Nirmala College of Pharmacy  
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**കേരള ആരോഗ്യശാസ്ത്ര സർവകലാശാല**

**ഡീനിന്റെ കാര്യാലയം**

നമ്പർ : 12764/2020/എ 1/ഡി.എസ്.എ/കേ.ആ.സ

തീയതി: 15-03-2021

**പരിപത്രം**

വിഷയം : സർവകലാശാല അഫിലിയേറ്റഡ് കോളേജുകളിൽ Grievance Redressal Committee for Students (GRCS)/ വിദ്യാർത്ഥികൾക്കുള്ള പരാതി പരിഹാര സമിതി രൂപീകരിക്കുന്നത് സംബന്ധിച്ച്.

സൂചന: U.O No.48/2021/DSA/KUHS dated 05.03.2021

മേൽ സൂചന പ്രകാരം , സർവകലാശാല അഫിലിയേറ്റഡ് കോളേജുകളിൽ Grievance Redressal Committee for Students (GRCS) /വിദ്യാർത്ഥികൾക്കുള്ള പരാതി പരിഹാര സമിതി രൂപീകരിക്കുന്നതിന് സർവകലാശാല ഗവേണിംഗ് കൗൺസിൽ അംഗീകാരം നൽകിയിട്ടുണ്ട്. ആയതിനാൽ, സർവകലാശാലയിൽ അഫിലിയേറ്റ് ചെയ്ത എല്ലാ കോളേജുകളിലും താഴെ പറയുന്ന മാർഗനിർദ്ദേശങ്ങൾ പാലിച്ചു കൊണ്ട് വിദ്യാർത്ഥികൾക്കുള്ള പരാതി പരിഹാര സമിതി എത്രയും വേഗം രൂപീകരിക്കണമെന്നും, പ്രസ്തുത സമിതിയിൽ ഉൾപ്പെട്ട അംഗങ്ങളുടെ വിശദാംശങ്ങൾ (പേര്, സ്ഥാനപ്പേര്, ഫോൺ നമ്പർ, ഇ-മെയിൽ ഐ.ഡി എന്നിവ) വിദ്യാർത്ഥി കാര്യ ഡീനിന് അയക്കണമെന്നും ഇതിനാൽ അറിയിക്കുന്നു.

**Grievance Redressal Committee for Students (GRCS) വിദ്യാർത്ഥികൾക്കുള്ള പരാതി പരിഹാര സമിതി**

**മാർഗനിർദ്ദേശങ്ങൾ**

- GRCS സമിതിയിൽ കോളേജ് വൈസ് പ്രിൻസിപ്പാൾ , കോളേജ് യൂണിയൻ ചെയർമാൻ, കോളേജ് യൂണിയൻ ജനറൽ സെക്രട്ടറി , യൂണിവേഴ്സിറ്റി യൂണിയൻ കൗൺസിലർമാർ, 2 അധ്യാപക പ്രതിനിധികൾ (അതിൽ ഒന്ന് വനിത ), ഹോസ്റ്റൽ വാർഡൻമാർ/ഡെപ്യൂട്ടി വാർഡൻമാർ, SSGP നോഡൽ ഓഫീസർമാർ, പി.ടി.എ പ്രതിനിധി എന്നിവർ അംഗങ്ങളായിരിക്കും.
- കോളേജ് വൈസ് പ്രിൻസിപ്പാൾ ടി.സമിതിയുടെ ചെയർപേഴ്സണും, അധ്യാപക പ്രതിനിധി സെക്രട്ടറിയുമായിരിക്കും. കോളേജ് വൈസ് പ്രിൻസിപ്പാൾ ഇല്ലാത്തപക്ഷം സീനിയർ അധ്യാപകൻ ചെയർപേഴ്സൺ ആയിരിക്കും.
- സമിതിയുടെ കാലാവധി ഒരു വർഷമായിരിക്കും. ഓരോ അധ്യായന വർഷത്തിൻറെയും ആരംഭത്തിൽ സമിതി പുന: സംഘടിപ്പിക്കേണ്ടതാണ്.
- കോളേജ്, ക്ലാസ്സ്, ക്യാമ്പസ്, ഹോസ്റ്റൽ, ഭക്ഷണം തുടങ്ങിയ വിദ്യാർത്ഥികളുമായി ബന്ധപ്പെട്ടുള്ള പരാതികൾ വിദ്യാർത്ഥികൾ ആദ്യം ഈ സമിതിയിൽ രേഖാമൂലം







സമർപ്പിക്കേണ്ടതാണ്.

- ഈ സമിതി വിദ്യാർത്ഥികളുടെ പരാതികൾ പരിശോധിച്ച് കോളേജിൽ ശരിയായ അക്കാദമിക അന്തരീക്ഷം നിലനിർത്തുന്നതിന് അനുയോജ്യമായതരത്തിൽ പരിഹാരം നിർദ്ദേശിക്കേണ്ടതും, ആയത് പ്രിൻസിപ്പാൾ നടപ്പിലാക്കേണ്ടതും , പരാതിയിൻമേൽ ഏടുത്ത നടപടികൾ പരാതി തന്ന വിദ്യാർത്ഥിയെ അറിയിക്കേണ്ടതുമാണ്.
- പരാതികൾ നേരിട്ടും , തപാൽ/ഇ-മെയിൽ മുഖേനയും , കോളേജുകളിലും ഹോസ്റ്റലുകളിലും സ്ഥാപിച്ച പരാതിപ്പെട്ടിയിലൂടെയും നൽകാവുന്നതാണ്.
- ലഭിച്ചിട്ടുള്ള പരാതികൾ തീർപ്പാക്കുന്നതിനായി ഓരോ മാസത്തിലും GRCS യോഗം ചേരേണ്ടതാണ്. പ്രസ്തുത യോഗത്തിൽ വച്ച് പരാതിപ്പെട്ടികൾ തുറന്ന് പരിശോധിക്കേണ്ടതാണ്.
- GRCS സമിതിയിൽ വച്ച് തീർപ്പാക്കാൻ കഴിയാത്ത പരാതികൾ കേളേജ് കൗൺസിലിന് നൽകാവുന്നതാണ്.
- പേര് വെളിപ്പെടുത്താത്ത പരാതികളും ഗൗരവപൂർവ്വം പരിഗണിക്കേണ്ടതാണ്.
- GRCS സമിതിയുടെ പ്രവർത്തന റിപ്പോർട്ട് എല്ലാ അക്കാദമിക വർഷാവസാനവും ചെയർപേഴ്സൺ വിദ്യാർത്ഥികാര്യ ഡീനിന് അയച്ചു തരേണ്ടതാണ്.
- കോളേജ് പ്രിൻസിപ്പൽ കോളേജ് തലത്തിൽ അപ്പലേറ്റ് അതോറിറ്റിയായിരിക്കും.
- പ്രൊ വൈസ് ചാൻസലർ (ചെയർപേഴ്സൺ), വിദ്യാർത്ഥികാര്യ ഡീൻ , സെനറ്റ് മെമ്പർ, സ്റ്റുഡൻറ്സ് യൂണിയൻ ചെയർപേഴ്സൺ, വിദ്യാർത്ഥി പ്രതിനിധി എന്നിവർ അഗങ്ങളായ സബ്കമ്മിറ്റി ഓഫ് സ്റ്റുഡൻറ്സ് കൗൺസിൽ (SCSC), യൂണിവേഴ്സിറ്റി തലത്തിൽ അപ്പലേറ്റ് അതോറിറ്റിയായിരിക്കും.

രജിസ്ട്രാർ

പകർപ്പ്, എല്ലാ പ്രിൻസിപ്പാള്മാർക്കും

ഉള്ളടക്കം : സൂചനപ്രകാരമുള്ള ഉത്തരവ്





# भारत का राजपत्र The Gazette of India

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## विश्वविद्यालय अनुदान आयोग अधिसूचना

नई दिल्ली, 11 अप्रैल, 2023

### विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023

**F.1-13/2022(CPP-II).**—विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) की धारा 26 की उप-धारा (1) के खंड (छ) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए और विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2019 के अधिक्रमण में, विश्वविद्यालय अनुदान आयोग एतद्वारा निम्नलिखित नियम बनाता है, नामतः:-

#### 1. संक्षिप्त नाम, विनियोग और प्रारंभ:

- इन विनियमों को विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023 कहा जाएगा।
- वे ऐसे सभी उच्चतर शिक्षा संस्थानों पर लागू होंगे, जिन्हें किसी केंद्रीय अधिनियम अथवा राज्य अधिनियम के तहत स्थापित या निगमित गया हो और विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 2 के खंड (च) के तहत मान्यता-प्राप्त सभी उच्चतर शिक्षा संस्थानों तथा ऐसे सभी सम विश्वविद्यालय संस्थानों पर लागू होंगे जिन्हें तत्संबंध की धारा 3 के तहत विश्वविद्यालय घोषित किया गया हो।

(ग) वे शासकीय राजपत्र में उनके प्रकाशन होने की तिथि से प्रभावी होंगे।

## 2. उद्देश्य:

किसी संस्थान में पहले से ही नामांकित छात्रों और साथ ही ऐसे संस्थानों में प्रवेश के इच्छुक छात्रों की कतिपय शिकायतों के निवारण के लिए अवसर प्रदान करना और उसके लिए एक तंत्र स्थापित करना।

## 3. परिभाषा:

(1) जब तक कि इन विनियमों के संदर्भ में अन्यथा अपेक्षित न हो —

- (क) "अधिनियम" का अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) से है;
- (ख) "पीड़ित छात्र" से अभिप्राय किसी ऐसे छात्र से है जिसे इन विनियमों के तहत परिभाषित शिकायतों के संबंध में किसी मामले अथवा तत्संबंधी किसी मामले में कोई शिकायत हो।
- (ग) "महाविद्यालय" से अभिप्राय अधिनियम की धारा 12ए की उपधारा (1) के खंड (ख) में इस प्रकार से परिभाषित किसी संस्थान से है।
- (घ) "आयोग" से अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 4 के तहत स्थापित विश्वविद्यालय अनुदान आयोग से है।
- (ङ) "घोषित प्रवेश नीति" का अभिप्राय संस्थान द्वारा प्रस्तुत किए जा रहे किसी पाठ्यक्रम या अध्ययन कार्यक्रम में प्रवेश के लिए संस्थान की विवरणिका में प्रकाशित की गई किसी ऐसी नीति से है, जिसमें उसके अंतर्गत आने वाली प्रक्रियाएं भी शामिल हैं।
- (च) "शिकायत" का अभिप्राय, और इसमें निम्नवत् के संबंध में किसी पीड़ित छात्र द्वारा की गई शिकायत (शिकायतें) शामिल हैं, नामतः:
  - i. संस्थान की घोषित प्रवेश नीति के अनुरूप निर्धारित की गई योग्यता के विपरीत प्रवेश दिया जाना;
  - ii. संस्थान की घोषित प्रवेश नीति के तहत प्रक्रिया में अनियमितताएं;
  - iii. संस्थान की घोषित प्रवेश नीति के अनुरूप प्रवेश देने से इंकार किया जाना;
  - iv. इन विनियमों के उपबंधों के अनुरूप, संस्थान द्वारा विवरणिका का प्रकाशन न किया जाना;
  - v. संस्थान द्वारा विवरणिका में ऐसी कोई जानकारी देना जोकि झूठी या भ्रामक हो और तथ्यों पर आधारित न हो;
  - vi. किसी छात्र द्वारा ऐसे संस्थान में प्रवेश लेने के प्रयोजन से जमा किए गए किसी दस्तावेज जोकि उपाधि, डिप्लोमा या किसी अन्य पुरस्कार के रूप में हो, उसको अपने पास रख लेना या वापस करने से इंकार करना ताकि ऐसे किसी पाठ्यक्रम या अध्ययन कार्यक्रम के संबंध में छात्र को किसी शुल्क अथवा शुल्कों का भुगतान करने हेतु तैयार किया जा सके अथवा मजबूर किया जा सके जिसमें छात्र अध्ययन नहीं करना चाहता हो;
  - vii. संस्थान की घोषित प्रवेश नीति में निर्धारित राशि से अधिक धनराशि की मांग करना।
  - viii. छात्रों की विभिन्न श्रेणियों के लिए प्रवेश में सीटों के आरक्षण के संबंध में वर्तमान में लागू किसी कानून का संस्थान द्वारा उल्लंघन किया जाना;



- ix. ऐसे किसी संस्थान की घोषित प्रवेश नीति के तहत अथवा आयोग द्वारा विहित किन्हीं शर्तों, यदि कोई हो तो, के तहत किसी भी छात्र हेतु ग्राह्य छात्रवृत्ति या वित्तीय सहायता का भुगतान नहीं किया जाना अथवा विलम्ब से भुगतान किया जाना;
  - x. संस्थान के शैक्षणिक कैलेंडर में अथवा आयोग द्वारा विहित ऐसे किसी कैलेंडर में विनिर्दिष्ट अनुसूची से इतर परीक्षाओं के आयोजन में अथवा परीक्षा के परिणामों की घोषणा में विलम्ब करना;
  - xi. विवरणिका में यथा उल्लिखित अथवा संस्थान द्वारा लागू किसी कानून के किसी उपबंध के तहत यथा अपेक्षित छात्रों की सुविधा प्रदान करने में संस्थान द्वारा विफल रहना;
  - xii. छात्रों के मूल्यांकन के लिए संस्थान द्वारा अपनाई गई गैर-पारदर्शी अथवा अनुचित पद्धतियां;
  - xiii. ऐसे किसी छात्र को शुल्क के प्रतिदाय में विलंब करना, अथवा इंकार करना जो कि विवरणिका में उल्लिखित समय के भीतर, बशर्ते यह समय-समय पर आयोग द्वारा जारी दिशा-निर्देशों के अधीन हो, नामांकन वापस लेता है;
  - xiv. अनुसूचित जाति, अनुसूचित जनजाति, अन्य पिछड़ा वर्ग, महिला, अल्पसंख्यक अथवा दिव्यांग श्रेणियों के छात्रों से कथित भेदभाव की शिकायत;
  - xv. प्रवेश दिए जाने के समय जैसा भरोसा दिलाया गया था अथवा प्रदान किया जाना अपेक्षित था के अनुरूप गुणवत्तापूर्ण शिक्षा प्रदान नहीं किया जाना;
  - xvi. छात्र के उत्पीड़न के अन्य मामलों के अलावा जिन पर वर्तमान में लागू किसी कानून के दंडात्मक उपबंधों के तहत कार्रवाई की जानी हो, छात्र का उत्पीड़न किया जाना अथवा उसे निशाना बनाया जाना।
  - xvii. संस्थान के कानूनों, अध्यादेशों, नियमों, विनियमों, या दिशा-निर्देशों के विपरीत कोई कार्रवाई किया जाना अथवा शुरू किया जाना; तथा
  - xviii. आयोग और/अथवा संबंधित नियामक निकाय द्वारा बनाए गए/जारी किए गए नियमों और/या दिशा-निर्देशों के विपरीत कोई भी कार्रवाई किया जाना अथवा शुरू किया जाना।
- (छ) "संस्थान" से तात्पर्य विश्वविद्यालय से है जो विश्वविद्यालय अनुदान आयोग अधिनियम की धारा 2 की उप-धारा (एफ) में परिभाषित है, एक संस्थान जिसे अधिनियम 3 के तहत विश्वविद्यालय माना गया है और विश्वविद्यालय अनुदान आयोग अधिनियम 1956 की धारा 12ए (1) (बी) में परिभाषित एक महाविद्यालय से है।
- (ज) "लोकपाल" का अभिप्राय इन विनियमों के तहत नियुक्त लोकपाल से है।
- (झ) "विवरणिका" का अभिप्राय और इसमें ऐसा कोई प्रकाशन शामिल है, चाहे वह मुद्रित स्वरूप में अथवा अन्यथा हो, जिसे जनसाधारण (जिसमें ऐसे संस्थान में प्रवेश पाने के इच्छुकों सहित) को एक संस्था से संबंधित निष्पक्ष और पारदर्शी जानकारी प्रदान करने के लिए ऐसे संस्थान अथवा किसी प्राधिकरण अथवा ऐसे संस्थान द्वारा ऐसा करने के लिए प्राधिकृत किए गए किसी व्यक्ति द्वारा जारी किया गया हो;
- (ञ) "छात्र" से अभिप्राय किसी ऐसे संस्थान जिसमें यह विनियम लागू होते हैं, में किसी भी माध्यम से अर्थात् औपचारिक/मुक्त और दूरस्थ शिक्षा (ओडीएल)/ऑनलाइन से नामांकित किसी व्यक्ति अथवा नामांकित होने के लिए प्रवेश प्राप्ति के इच्छुक से हैं;

- (ट) "छात्र शिकायत निवारण समिति (एसजीआरसी)" का अभिप्राय एक संस्थान के स्तर पर इन विनियमों के तहत गठित एक समिति से है; तथा
- (ठ) "विश्वविद्यालय" से अभिप्राय अधिनियम की धारा 2 की खंड (च) में यथा परिभाषित किसी विश्वविद्यालय से है अथवा जहां संदर्भ के अनुसार, तत्संबंध की धारा 3 के तहत इस प्रकार घोषित कोई सम विश्वविद्यालय संस्थान से है।

(2) इन विनियमों में प्रयुक्त और परिभाषित नहीं किए गए लेकिन विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 में परिभाषित शब्दों और अभिव्यक्तियों के वही अर्थ होंगे जो क्रमशः अधिनियम में उनके लिए निर्धारित किए गए हैं।

#### 4. विवरणिका का अनिवार्य प्रकाशन, इसकी विषयवस्तु तथा मूल्य निर्धारण

- (1) प्रत्येक संस्थान, अपने पाठ्यक्रम या अध्ययन के किसी भी कार्यक्रम में प्रवेश आरंभ करने की तिथि से कम से कम साठ दिन की समाप्ति से पूर्व अपनी वेबसाइट पर एक विवरणिका प्रकाशित और/अथवा अपलोड करेगा, जिसमें इस तरह के संस्थान में प्रवेश लेने के इच्छुक व्यक्तियों और आम जनता की जानकारी के लिए निम्नवत् जानकारी अंतर्विष्ट होगी, यथा;
- (क) प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के लिए, शिक्षण के घंटों, व्यावहारिक सत्रों और अन्य कार्य के साथ-साथ अध्ययन के कार्यक्रमों और पाठ्यक्रमों की सूची सहित उपयुक्त सांविधिक प्राधिकरण अथवा संस्थान, जैसा भी मामला हो, द्वारा विनिर्दिष्ट पाठ्यक्रम की व्यापक रूपरेखा;
- (ख) जिस शिक्षा वर्ष हेतु प्रवेश दिए जाने का प्रस्ताव हो, उसके प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के संबंध में उपयुक्त सांविधिक प्राधिकरण द्वारा अनुमोदित सीटों की संख्या;
- (ग) संस्थान द्वारा विनिर्दिष्ट किसी विशेष पाठ्यक्रम अथवा अध्ययन कार्यक्रम में छात्र के रूप में प्रवेश के लिए व्यक्तियों की न्यूनतम और अधिकतम आयु सीमा सहित शैक्षिक योग्यता और पात्रता की शर्तें;
- (घ) इस प्रकार के प्रवेश के लिए आवेदन करने वाले योग्य उम्मीदवारों के चयन की प्रक्रिया, जिसमें प्रत्येक पाठ्यक्रम अथवा अध्ययन कार्यक्रम में प्रवेश के लिए ऐसे अभ्यर्थियों के चयन के लिए परीक्षा या इम्तहान के विवरण के संबंध में सभी संगत जानकारी और प्रवेश परीक्षा के लिए निर्धारित शुल्क की राशि शामिल है;
- (ङ) किसी पाठ्यक्रम या अध्ययन कार्यक्रम में अध्ययन करने के लिए ऐसे संस्थान में भर्ती किए गए छात्रों द्वारा देय शुल्क, जमा राशियों और अन्य प्रभारों के प्रत्येक घटक और ऐसे भुगतानों की अन्य निबंधन और शर्तें;
- (च) शास्ति लगाए जाने और संग्रहण किए जाने हेतु नियम/विनियम, विनिर्दिष्ट शीर्ष अथवा श्रेणियां, लगाए जाने वाली शास्ति की न्यूनतम और अधिकतम राशि;
- (छ) ऐसे संस्थानों में दाखिला लेने वाले छात्रों द्वारा यदि पाठ्यक्रम या अध्ययन कार्यक्रम के पूरा होने से पहले अथवा के बाद दाखिला छोड़ दिया जाता है तो छात्रोंको प्रतिदाय किए जाने वाले शिक्षण शुल्क और अन्य प्रभारों का प्रतिशत तथा समय सीमा जिसके भीतर तथा पद्धति जिससे छात्रोंको ऐसा प्रतिदाय किया जाएगा;
- (ज) उनकी शैक्षिक योग्यता शिक्षण संकाय का विवरण, उनकी नियुक्ति का स्वरूप (नियमित/अभ्यागत/अतिथि) और उसके प्रत्येक सदस्य के शिक्षण अनुभव के साथ;
- (झ) भौतिक और शैक्षणिक बुनियादी ढांचे और छात्रावास तथा इसके शुल्क, पुस्तकालय, चिकित्सालय अथवा उद्योग, जहां छात्रोंको व्यावहारिक प्रशिक्षण दिया जाना हो, सहित अन्य सुविधाओं के संबंध में जानकारी और विशेषरूप से छात्रों द्वारा संस्थान में प्रवेश प्राप्त करने पर प्राप्त होने वाली सुविधाओं का ब्यौरा अंतर्विष्ट हो;

- (ज) संस्थान के परिसर के भीतर अथवा बाहर छात्रों द्वारा अनुशासन बनाए रखने के संबंध में सभी संगत निदेश और विशेषरूप से किसी छात्र अथवा छात्रों की रैगिंग निषिद्ध करने संबंधी ऐसे अनुशासन को बनाए रखने और उनका उल्लंघन किए जाने के परिणामों और संगत सांविधिक विनियामक प्राधिकरण द्वारा इस संबंध में तैयार किए गए किसी विनियम के उपबंधों का उल्लंघन किए जाने के परिणामों का ब्योरा अंतर्विष्ट होगा; तथा
- (ट) आयोग द्वारा यथा विनिर्दिष्ट कोई अन्य जानकारी:
- बशर्ते प्रत्येक संस्थान इस विनियम के खंड (क) से (ट) में उल्लिखित जानकारी को अपनी वेबसाइट पर प्रकाशित/अपलोड करेगा और विभिन्न समाचार-पत्रों और अन्य मीडिया के माध्यम से प्रमुखता से प्रदर्शित करते हुए विज्ञापनों के माध्यम से इच्छुक छात्रों और आम जनता का ध्यान वेबसाइट पर इस तरह के प्रकाशन की ओर दिलाया जाएगा।
2. प्रत्येक संस्थान अपनी विवरणिका की प्रत्येक मुद्रित प्रति का मूल्य निर्धारित करेगा, जोकि विवरणिका के प्रकाशन और वितरण की उचित लागत से अधिक नहीं होगी और विवरणिका के प्रकाशन, वितरण या बिक्री से कोई लाभ अर्जित नहीं किया जायेगा।

### 5. छात्र शिकायत निवारण समितियां (एसजीआरसी)

- (i) संस्थान से संबंधित किसी पीड़ित छात्र की किसी भी शिकायत छात्र शिकायत निवारण समिति (एसजीआरसी) के अध्यक्ष को संबोधित की जाएगी।
- (ii) प्रत्येक संस्थान छात्रों की शिकायतों पर विचार करने के लिए निम्नलिखित संरचना के साथ उतनी संख्या में छात्रों की शिकायत निवारण समितियों (एसजीआरसी) का गठन करेगा, जितने कि आवश्यकता हो सकती है, नमात;
- क) एक प्रोफेसर – अध्यक्ष
- ख) संस्थान के चार प्रोफेसर/वरिष्ठ संकाय सदस्य- सदस्य के रूप में।
- ग) शैक्षिक योग्यता/खेल-कूद में उत्कृष्टता/सह-पाठ्यचर्या गतिविधियों में प्रदर्शन के आधार पर नामित किए जाने वाले छात्रों में से एक प्रतिनिधि- विशेष आमंत्रित।
- घ) अध्यक्ष अथवा कम से कम एक सदस्य का महिला होना चाहिए तथा कम से कम एक सदस्य अथवा अध्यक्ष अनुसूचित जाति/अनुसूचित जनजाति/अन्य पिछड़ा वर्ग से होना चाहिए।
- ङ) अध्यक्ष और सदस्यों का कार्यकाल दो वर्ष की अवधि के लिए होगा।
- च) विशेष आमंत्रित सदस्य का कार्यकाल एक वर्ष का होगा।
- छ) बैठक के लिए गणपूर्ति अध्यक्ष सहित लेकिन विशेष आमंत्रित व्यक्ति को छोड़ कर तीन का होगा।
- ज) एसजीआरसी अपने समक्ष आने वाली शिकायतों पर विचार करते हुए नैसर्गिक न्याय के सिद्धांतों का पालन करेगा।
- झ) एसजीआरसी अपनी रिपोर्ट सिफारिशों के साथ, यदि कोई हो, संबंधित संस्था के सक्षम प्राधिकारी को भेजेगा और उसकी एक प्रति पीड़ित छात्र को, अधिमानतः शिकायत प्राप्त होने की तारीख से 15 कार्य दिवसों की अवधि के अंदर भेजेगा।
- ञ) छात्रों की शिकायत निवारण समिति के निर्णय से पीड़ित कोई भी छात्र इस प्रकार के निर्णय की प्राप्ति की तारीख से पंद्रह दिनों की अवधि के भीतर लोकपाल के समक्ष अपील कर सकता है।

### 6. लोकपाल की नियुक्ति, सेवाकाल, पद से हटाया जाना और सेवा की शर्तें:

- (i) प्रत्येक विश्वविद्यालय इन विनियमों के तहत विश्वविद्यालय के छात्रों और महाविद्यालय/विश्वविद्यालय से जुड़े संस्थानों के छात्रों की शिकायतों के समाधान के लिए लोकपाल की नियुक्ति करेगा।



- (ii) एसजीआरसी के निर्णयों के विरुद्ध की गई अपीलों को सुनने और उन पर निर्णय लेने के लिए लोकपाल के रूप में नामित एक या अधिक अंशकालिक पदाधिकारी होंगे।
- (iii) लोकपाल सेवानिवृत्त कुलपति या सेवानिवृत्त प्रोफेसर (जिन्होंने अधिष्ठाता (डीन)/विभाग प्रमुख के रूप में काम किया हो) होंगे और उनके पास राज्य/केंद्रीय विश्वविद्यालयों/राष्ट्रीय महत्व के संस्थानों/सम विश्वविद्यालयों या पूर्व जिले में न्यायाधीश के रूप में 10 वर्ष का अनुभव रहा हो।
- (iv) लोकपालनियुक्ति के समय, नियुक्ति से पहले एक वर्ष के दौरान या लोकपाल के रूप में अपने कार्यकाल के दौरान, संस्थान के साथ हितों के टकराव में नहीं होंगे जहाँ उनके व्यक्तिगत संबंध, पेशेवर संबंधता या वित्तीय हित समझौता कर सकते हैं या उचित रूप से संस्थान के प्रति निर्णय की स्वतंत्रता से समझौता करने के लिए प्रतीत हो सकते हैं।
- (v) लोकपाल को पद ग्रहण करने की तिथि से तीन वर्ष की अवधि के लिए अथवा 70 वर्ष की आयु प्राप्त करने तक, इनमें से जो भी पहले हो, के लिए नियुक्त किया जाएगा और एक और कार्यकाल के लिए पुनर्नियुक्ति के लिए पात्र होगा।
- (vi) सुनवाई का संचालन करने के लिए लोकपाल को संबंधित विश्वविद्यालय द्वारा निर्धारित नियमों के अनुसार प्रति दिन प्रति बैठक के आधार पर शुल्क का भुगतान किया जाएगा और इसके अतिरिक्त, वे यात्रा पर किए गए व्यय की प्रतिपूर्ति के लिए पात्र होंगे।
- (vii) कदाचार या दुर्व्यवहार के सिद्ध आरोपों पर विश्वविद्यालय लोकपाल को पद से हटा सकता है।
- (viii) लोकपाल को हटाने का कोई भी आदेश तब तक नहीं दिया जाएगा जब तक कि इस संबंध में किसी ऐसे व्यक्ति द्वारा जांच नहीं कर ली जाती है, जो उच्च न्यायालय के सेवानिवृत्त न्यायाधीश के पद से नीचे के पद का व्यक्ति ना हो, और जिसमें लोकपाल को सुनवाई का उचित अवसर दिया गया हो।

## 7. लोकपाल के कार्यकरण:

- (i) लोकपाल, छात्र द्वारा इन विनियमों के तहत उपबंधित सभी विकल्पों को अपनाने के पश्चात् ही पीडित छात्र की अपील की सुनवाई करेंगे।
- (ii) यद्यपि, परीक्षा के संचालन में अथवा मूल्यांकन की प्रक्रिया में गड़बड़ी के मुद्दों को लोकपाल को संदर्भित किया जा सकता है, तथापि, लोकपाल द्वारा उत्तर पुस्तिकाओं के पुनर्मूल्यांकन अथवा अंको को पुनः योग करने हेतु कोई अपील अथवा आवेदन पर लोकपाल द्वारा सुनवाई नहीं की जाएगी, जब तक कि भेदभाव की किसी विशिष्ट घटना के परिणामों को प्रभावित करने वाली किसी विशिष्ट अनियमितता को इंगित नहीं किया जाता है।
- (iii) लोकपाल, कथित रूप से किए गए भेदभाव की शिकायतों की सुनवाई करने के लिए न्याय मित्र के रूप में किसी भी व्यक्ति की सहायता प्राप्त कर सकता है।
- (iv) लोकपाल पीडित छात्र (छात्रों) से अपील प्राप्त होने के 30 दिनों के भीतर शिकायतों का समाधान करने के लिए सभी प्रयास करेंगे।

## 8. लोकपाल तथा छात्र शिकायत निवारण समितियों द्वारा शिकायतों के निवारण हेतु प्रक्रिया

- (i) प्रत्येक संस्थान, इस अधिसूचना के जारी होने की तिथि से तीन माह की अवधि के भीतर एक ऑनलाइन पोर्टल तैयार करेगा, जहां कोई भी पीडित छात्र अपनी शिकायत के निवारण के लिए आवेदन कर सकता है।

- (ii) ऑनलाइन शिकायत प्राप्त होने पर संस्थान, ऑनलाइन शिकायत की प्राप्ति के 15 दिनों के भीतर अपनी टिप्पणियों सहित शिकायत को उपर्युक्त छात्र शिकायत निवारण समिति को भेजेगा।
- (iii) छात्र शिकायत समिति, जैसा भी मामला हो, शिकायत की सुनवाई के लिए एक तिथि निर्धारित करेगी जिसकी जानकारी संस्थान और पीड़ित छात्र को दी जाएगी।
- (iv) पीड़ित छात्र या तो व्यक्तिगत रूप से पेश हो सकता है अथवा अपना पक्ष रखने के लिए अपने किसी प्रतिनिधि को अधिकृत कर सकता है।
- (v) छात्र शिकायत निवारण समिति द्वारा समाधान नहीं की गई शिकायतों को इन विनियमों में उपबंधित समयावधि के भीतर लोकपाल को भेजा जाएगा।
- (vi) संस्थान, शिकायतों के शीघ्र निपटान हेतु लोकपाल अथवा छात्र शिकायत निवारण समिति (समितियों), जैसा भी मामला हो, का सहयोग करेंगे।
- (vii) लोकपाल, संबंधित पक्षों को सुनवाई का उचित अवसर देने के बाद, कार्यवाही के समापन पर, तत्संबंधी कारणों के साथ, इस प्रकार का आदेश पारित करेगा, जैसा कि शिकायत के निवारण के लिए उपयुक्त समझा जा सकता है और ऐसी राहत प्रदान कर सकता है जो पीड़ित छात्र के लिए उपयुक्त हो सकती है।
- (viii) संस्थान के साथ ही साथ पीड़ित छात्र को लोकपाल के हस्ताक्षर के तहत जारी की गई आदेश की प्रतियां उपलब्ध कराई जाएंगी।
- (ix) संस्थान, लोकपाल की सिफारिशों का अनुपालन करेगा।
- (x) जहां शिकायत झूठी या तुच्छ पाई जाती है उस स्थिति में लोकपाल शिकायतकर्ता के विरुद्ध उपर्युक्त कार्रवाई किए जाने की सिफारिश कर सकता है।

#### 9. लोकपाल और छात्र शिकायत निवारण समितियों के संबंध में जानकारी:

संस्थान अपनी वेबसाइट और अपनी विवरणिका में स्पष्ट रूप से इसके क्षेत्राधिकार में आने वाली छात्र शिकायत निवारण समिति(समितियों) तथा अपील किए जाने के प्रयोजनार्थ लोकपाल के संबंध में सभी संगत जानकारियां उपलब्ध कराएगा।

#### 10. अनुपालन नहीं किए जाने के परिणाम

आयोग, किसी भी संस्थान के संबंध में, जो जानबूझकर इन विनियमों का उल्लंघन करते हैं अथवा बार-बार लोकपाल या छात्र शिकायत निवारण समितियों की सिफारिश का पालन करने में विफल रहते हैं, जैसा भी मामला हो, जब तक संस्थान आयोग की संतुष्टि तक इन विनियमों का अनुपालन नहीं करता है, तब तक संस्थान के विरुद्ध निम्नवत् एक या एक से अधिक कार्यवाहियां की जा सकती हैं,

- क) अधिनियम की धारा 12बी के तहत अनुदान प्राप्त करने के लिए उपयुक्तता की घोषणा को वापस लेना;
- ख) संस्थान को आवंटित किसी अनुदान को रोका जा सकता है;
- ग) आयोग के किसी भी सामान्य अथवा विशेष सहायता कार्यक्रम के तहत किसी भी सहायता को प्राप्त करने हेतु विचार किए जाने के लिए संस्थान को अयोग्य घोषित करना;
- घ) संस्थान को एक निर्दिष्ट अवधि के लिए ऑनलाइन/मुक्त ओर दूरस्थ शिक्षा माध्यम से पाठ्यक्रम की पेशकश करने के लिए अयोग्य घोषित करना;
- ङ) ऑनलाइन/ मुक्त ओर दूरस्थ शिक्षा माध्यम से पाठ्यक्रमों की पेशकश करने की स्वीकृति को वापस लेना/रोकना/निलंबित करना;

- च) उपयुक्त मीडिया में प्रमुखता से प्रदर्शित कर और आयोग की वेबसाइट पर पोस्ट कर प्रवेश हेतु संभावित अभ्यर्थियों सहित जनसाधारण को सूचित करना तथा इस बाबत घोषणा करना कि संस्थान में शिकायतों के निवारण के लिए न्यूनतम मानक मौजूद नहीं हैं;
- छ) महाविद्यालय के मामले में, संबद्धता को वापस लेने के लिए संबद्ध विश्वविद्यालय को सिफारिश करना;
- ज) सम विश्वविद्यालय संस्थान के मामले में ऐसी कार्रवाई करना, जो आवश्यक, उचित एवं उपयुक्त हो;
- झ) सम विश्वविद्यालय संस्थान के मामले में सम विश्वविद्यालय संस्थान के रूप में घोषणा को वापस लिए जाने के लिए, यदि आवश्यक हो तो, केंद्र सरकार को सिफारिश करना;
- ञ) राज्य अधिनियम के अंतर्गत स्थापित अथवा निगमित विश्वविद्यालय के मामले में राज्य सरकार को आवश्यक एवं उचित कार्रवाई करने की सिफारिश करना;
- ट) गैर अनुपालना के लिए संस्थान के प्रति ऐसी कार्रवाई करना जो आवश्यक एवं उपयुक्त समझी जाए।

बशर्ते इन विनियमों के अंतर्गत आयोग की ओर से कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति को स्पष्ट करने एवं उसके पक्ष को सुने जाने का अवसर नहीं दिया गया हो।

11. इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायत निवारण) विनियम, 2019 के प्रावधानों के अंतर्गत नियुक्त किसी पदधारी लोकपाल के कार्यकाल की अवधि के दौरान उसके पद पर बने रहने को प्रतिकूल रूप से प्रभावित नहीं करेगी; कार्यकाल समाप्त होने के पश्चात् लोकपाल की नियुक्ति विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) के विनियम, 2023 के अनुरूप की जाएगी।

प्रा. मनिष र. जोशी, सचिव  
[विज्ञापन-III/4/असा./13/2023-24]

## UNIVERSITY GRANTS COMMISSION

### NOTIFICATION

New Delhi, the 11th April, 2023

#### University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

**F.1-13/2022 (CPP-II).**— In exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Redressal of Grievances of Students) Regulations, 2019, the University Grants Commission hereby makes the following regulations, namely -

#### 1. SHORT TITLE, APPLICATION, AND COMMENCEMENT:

- (a) These regulations shall be called as the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.
- (b) They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.
- (c) They shall come into force from the date of their publication in the Official Gazette.

#### 2. OBJECTIVE

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.



**3. DEFINITION:**

(1) In these regulations, unless the context otherwise requires-

- (a) “Act” means the University Grants Commission Act, 1956 (3 of 1956);
- (b) “aggrieved student” means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (c) “college” means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- (d) “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (e) “declared admission policy” means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- (f) “grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
  - i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
  - ii. irregularity in the process under the declared admission policy of the institution;
  - iii. refusal to admit in accordance with the declared admission policy of the institution;
  - iv. non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
  - v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
  - vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
  - vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
  - viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
  - ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
  - x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
  - xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
  - xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
  - xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
  - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
  - xv. denial of quality education as promised at the time of admission or required to be provided;
  - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
  - xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
  - xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

- (g) “Institution” means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University Grants Commission Act, 1956.
  - (h) “Ombudsperson” means the Ombudsperson appointed under these regulations;
  - (i) “Prospectus” means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;
  - (j) “Student” means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
  - (k) “Students’ Grievance Redressal Committee (SGRC)” means a committee constituted under these regulations, at the level of an institution; and
  - (l) “University” means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.
- (2) Words and expressions used and not defined in these regulations but defined in the University Grants Commission Act, 1956 shall have the same meanings as respectively assigned to them in the Act.

#### **4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS, AND PRICING:**

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
- (a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
  - (b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
  - (c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
  - (d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
  - (e) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
  - (f) rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fines may be imposed;
  - (g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
  - (h) details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof;
  - (i) information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital, or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
  - (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
  - (k) Any other information as may be specified by the Commission.

Provided that an institution shall publish/upload information referred to in clauses (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication being on the website through advertisements displayed prominently indifferent newspapers and through other media.

- (2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution, or sale of prospectus.

#### **5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):**

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- (ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
  - a) A Professor - Chairperson
  - b) Four Professors/Senior Faculty Members of the Institution as Members.
  - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- (iii) Atleast one member or the Chairperson shall be a woman and atleast one member or the Chairperson shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

#### **6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:**

- (i) Each University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

#### **7. FUNCTIONS OF OMBUDSPERSON:**

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.



- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

#### **8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

#### **9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students' Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

#### **10. CONSEQUENCES OF NON-COMPLIANCE:**

The Commission shall in respect of any institution, which wilfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Students' Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions till the institution complies with these Regulations to the satisfaction of the Commission, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;

- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) declaring the institution ineligible to offer courses through Online/ODL mode for a specified period;
- (e) withdrawing / withholding / suspending the approval for offering courses through Online/ODL mode;
- (f) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (g) recommend to the affiliating University for withdrawal of affiliation, in case of a college;
- (h) take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;
- (i) recommend to the Central Government, if required, for withdrawal of declaration as institution deemed to be a University, in case of an institution deemed to be University;
- (j) recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
- (k) such other action as may be deemed necessary and appropriate against an institution for non-compliance.

Provided that no action shall be taken by the Commission under this regulation, unless the institution has been provided an opportunity of being heard to explain its position.

**11.** Nothing mentioned herein above in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Redress of Grievances of Students) Regulations, 2019; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

Prof. MANISH R. JOSHI, Secy.

[ADVT.-III/4/Exty./13/2023-24]

