

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

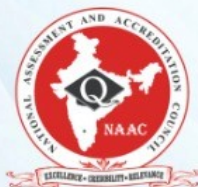


#### STUDENT SUPPORT AND PROGRESSION

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



### Mechanism for submission of online/offline student's Grievances

#### INDEX

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|-------|---|---------------|
| 1     | Photograph showing the grievance box kept in the Institute near Administrative office               | View Document |
| 2     | Snapshot of the Institute ERP software showing the provision for the submission of online grievance | View Document |
| 3     | Mechanism for submission of online/offline student's Grievances in the policy is highlighted        | View Document |
| 4     | Details of squad visits in order to prevent ragging in the campus                                   | View Document |



## Mechanisms for submission of online/offline students' grievances

The institute has provision for online submission of grievance through the institute ERP

Software or through the email provided. Further, students can submit their grievance offline through the complaint box kept near the administrative office. The mechanism for handling the grievances are as follows.

**Step 1:** Students submits the grievances either using the online or offline facility.

**Step 2:** The grievances are discussed in the meeting of the respective committees to resolve issue.

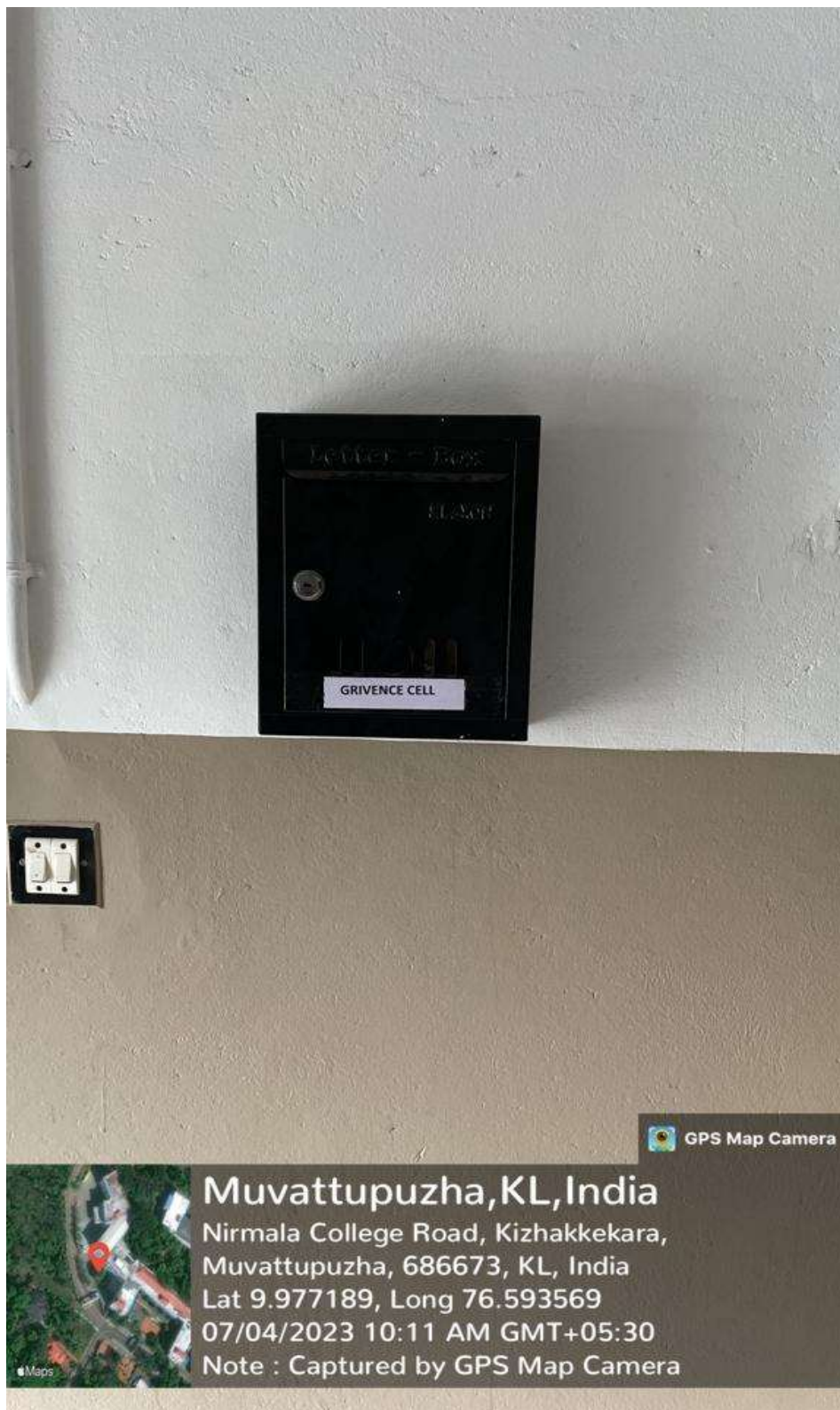
**Step 3:** All these are recorded in the minutes of the meetings of the respective committee and action is taken to resolve the raised issue and it will be communicated to the aggrieved.

**Step 4:** The action taken report is maintained.





## Grievance box Kept in the college



online submission of grievance through the institute ERP Software

campus7

Dashboard

Profile

Fees

Academics

Messages

Library

LMS

Grievance

Events

News

Gallery

Nirmala College of Pharmacy,Muvattupuzha

Grievance

Home > Grievance > Create

Grievance

Category

Select Category

Subject

Description

☐ Hide my info.

Submit

Grievance

| Sl.No | Batch     | Category  | Subject              | Date       |
|-------|-----------|-----------|----------------------|------------|
| 1     | 2018-2022 |           | driving class        | 19/10/2022 |
| 2     | 2018-2022 |           | driving class        | 19/10/2022 |
| 3     | 2018-2022 | any other | Wash room facilities | 02/09/2022 |

View More



# **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)

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Verified by

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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.
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 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.

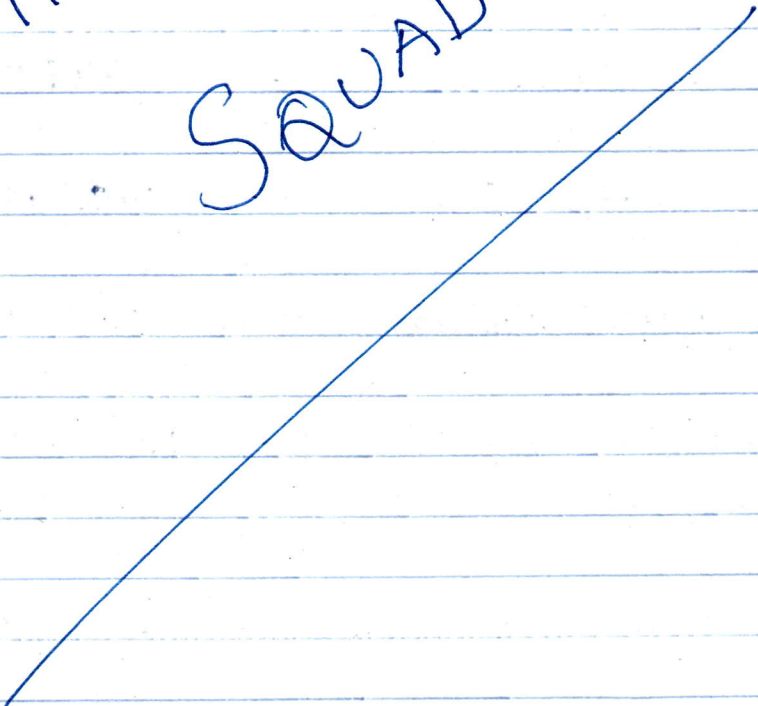
### **EXCLUSIONS:**

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.



ANTI RAGGING  
SQUAD

A blue diagonal line starts from the middle of the word 'SQUAD' and extends towards the top right corner of the page. A green curved line is located at the bottom left of the page.

## Dates of inspection by anti-ragging squad

4/9/19 - 1<sup>st</sup> inspection

17/9/19 - 2<sup>nd</sup> inspection  
8

8/10/19 - 3<sup>rd</sup> inspection

Verified by



Dr. Manjeri Marie Mathews.



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Muvattupuzha, Ernakulam (Dist)  
Kerala-686 661



Dates of surprise inspection by anti ragging squad

5/9/18 - 1<sup>st</sup> raid

26/9/18 - 2<sup>nd</sup> raid

10/10/18 - 3<sup>rd</sup> raid

24/10/18 - 4<sup>th</sup> raid

7/11/18 - 5<sup>th</sup> raid



Verified by  
P.O.

Dr. Manju Maria Mathur

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Kerala-686 661

# 41

## Constitution of Antiragging squad

Agenda

31-08-2019

A meeting was held for reconstitution of antiragging squad.

Minutes:-

Antiragging squad was reconstituted with the following members

1. Dr. Manju Maria Mathews
2. Dr. Deepa Jose
3. Dr. R Badmanabhan
4. Dr. Fels Saju
5. Dr. Bhavathi Mishra

verified by

Dr. Manju Maria Mathews




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Muvattupuzha, Ernakulam (Dist)  
Kerala-686 661

## Dates of inspection by anti-ragging squad

4/9/19 - 1<sup>st</sup> inspection

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8

8/10/19 - 3<sup>rd</sup> inspection

Verified by 

Dr. Manjeri Maria Mathews.



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## Constitution of anti ragging squad 2020

Agenda -

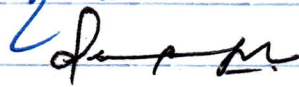
27.01.21

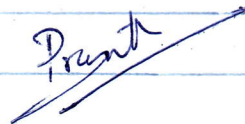
A meeting was arranged for reconstitution of anti ragging squad

Minutes:-

The anti ragging squad was reconstituted with the following members.

1. Dr R. Badinarabhan
2. Dr. Deepa Jose
3. Dr. Bharath Mishra
4. Dr. Felix Saju
5. Dr. Prasanth Francis

P. Badinarabhan  


Prasanth  




## Dates of inspection by anti-ragging squad

1) 4/3/21

1. Dr. Prasanth Francis, Mr. Eby George as a team inspected the class rooms, common areas of college old block.
2. Mrs. Elizabeth N Xavier, Ms. Ancy I J inspected new block.

No unusual events were reported

2) 6/3/21

Dr. Prasanth Francis, Mr. Eby George as a team inspected the college premises.

No unusual events were reported.



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



43  
Dates of inspection for compliance to disciplinary activities in classrooms.

1) 24/3/21

Dr. Prasanth Francis and Mr. Eby George inspected classrooms for checking the guidelines attached to noticeboards are undamaged.

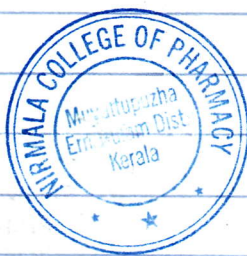
2) 30/3/21

Dr. Prasanth Francis and Mr. Eby George conducted inspection on classrooms to ensure noticeboards with disciplinary guidelines are secured without damage.

3) 26/7/21

Dr. Prasanth Francis and Mr. Eby George conducted inspection in college premises to ensure adherence to disciplinary guidelines.

4) 28/7/21



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

43 2022

Constitution of Antiragging Squad ~~2021~~

Date of Inspection by antiragging squad  
12.01.2022

Agenda - A meeting was arranged for reconstitution of antiragging squad

Minutes:-

The antiragging squad was reconstituted with the following members

1. Dr. R. Badmarabhan
2. Dr. Prasant Francis
3. Dr. Fels Saju
4. Mr. Jobin Kunjumon
5. Mr. Eby George

*P. Badarinarayan*



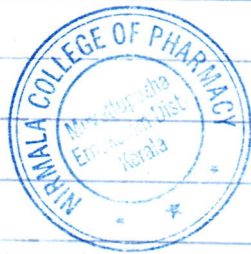


# Dates of Inspection by antiragging Squad

First said - 3.12.2021

Second said - 8.12.2021

Third said - 10.12.2021



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

## Constitution of Antiragging Squad

Date : 13/1/2023

Agenda : A meeting was organized to reconstitute antiragging squad

Minute.. The members include

Dr. Badmanaban R

Dr. Deepa Jose

Dr. Kaithukyan M

Dr. Fels Saju

Dr. Manju Maria Mathews

Mr. Manu Jose.



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

## Dates of inspection by anti-ragging squad

|                      |              |                        |
|----------------------|--------------|------------------------|
| First raid           | - 14/12/2022 | Near canteen area      |
| Second raid          | - 21/12/2022 | Classrooms, Auditorium |
| 3 <sup>rd</sup> raid | - 16/01/2023 | "                      |

No unusual events were reported



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



## Constitution of anti ragging squad

### Agenda:

13-08-18

A meeting was held at faculty room for reconstitution of anti ragging squad. It was decided.

Resolution: All members of <sup>present</sup> anti ragging squad were decided to continue this year as members.

Members are

1. Dr. Daniel Banji *Daniel*
2. ~~Dr.~~ Dr. Manju Maria Mathew *DP*
3. Mr. Deepa Jose *Deepa*
4. Dr. Bharathi Mishra *Bharathi*
5. Dr. R. Badmanabhan *R. Badmanabhan*
6. Mr. Pels Saju *Pels*



Verified by

*Daniel*



# Constitution of Antiragging squad


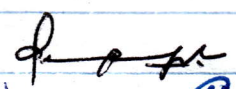
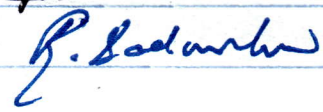

Agenda

31-08-2019

A meeting was held for reconstitution of antiragging squad.

Minutes:-

Antiragging squad was reconstituted with the following members

1. Dr. Manju Maria Mathews 
2. Dr. Deepa Jose 
3. Dr. R Badmanabhan 
4. Dr. Fels Saju 
5. Dr. Bhavath Mishra

verified by

Dr. Manju Maria Mathews



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