



MOTHER TERESA COLLEGE OF PHARMACY

(Approved by AICTE & Affiliated to O.U. & Recognised by P.C.I.)

N.F.C. Nagar, Ghatkesar, Medchal Dist. T.S.

Annual report of the committee motioning the activities and number of grievances redressed to prove timely redressal of the grievances



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Annual Report of the Grievance Redressal Committee for the Academic Year: 2022-2023

- ❖ The first Grievance Redressal Committee meeting for the Academic year 2022-2023 was held on 27-12-2022 at 11.00 A.M in Principal Chamber.
- ❖ The Second Grievance Redressal Committee meeting for the Academic year 2022-2023 was held on 15-07-2023 at 11.00 A.M in Principal Chamber.
- ❖ The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below:

S.No	Issue Date	Issue	Complaint by	Action taken Date	Action Taken by the committee
1	10-12-2022	Wi-Fi coverage Problem	III year B.Pharmacy students	17-12-2022	Approved for increase of speed of WI-FI Net Speed.
2	09-06-2023	Water Filter Cooling Problem	I year B.Pharmacy students	16-06-2023	Committee brought to the notice of the management and water filter was repaired to effective cooling
3	01-07-2022	Mobile lost	NASRIN GHARAMI II B.Pharmacy year student	07-07-2022	With the help of door Incharge Committee traced the CC footage and found the Mobile phone.


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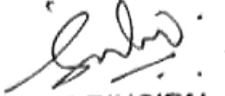
N.F.C. Nagar, Ghatkesar, Medchal Dist. T.S.

Annual Report of the Grievance Redressal Committee for the Academic Year: 2021-2022

- ❖ The first Grievance Redressal Committee meeting for the Academic year 2021-2022 was held on 08-10-2021 at 11.00 A.M in Principal Chamber.
- ❖ The Second Grievance Redressal Committee meeting for the Academic year 2021-2022 was held on 17-07-2022 at 11.00 A.M in Principal Chamber.
- ❖ The Agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below:

S.No	Issue Date	Issue	Complaint by	Action taken Date	Action Taken by the committee
1	03-07-2022	Honey bees issue in II floor	I year B.Pharmacy students	10-07-2022	Committee adopted the measures for the removal of honey comb from the second floor
2	27-11-2021	Lab record missing	SURAJ I year student	05-12-2021	Committee instructed to the concerned lab assistant to find the Lab record.
3	01-10-2021	Fans not working	III year B.Pharmacy students	07-10-2021	Committee brought to the notice of the Management that the fans which are not working were repaired and few were replaced by new one.


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Annual Report of the Grievance Redressal Committee for the Academic Year: 2020-2021

- ❖ The first Grievance Redressal Committee meeting for the Academic year 2020-2021 was held on 11-12-2020 at 11.00 A.M in Principal Chamber.
- ❖ The Second Grievance Redressal Committee meeting for the Academic year 2020-2021 was held on 25-02-2021 at 11.00 A.M in Principal Chamber.
- ❖ The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.
- ❖ Due to COVID Pandemic Students were not Present Physically.

The Details are given below:

S.No.	Issue Date	Issue	Complaint by	Action taken Date	Action Taken by the committee
1	Nil	Nil	Nil	Nil	Nil


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Annual Report of the Grievance Redressal Committee for the Academic Year: 2019-2020

- ❖ The first Grievance Redressal Committee meeting for the Academic year 2019-2020 was held on 04-12-2019 at 11.00 A.M in Principal Chamber.
- ❖ The Second Grievance Redressal Committee meeting for the Academic year 2019-2020 was held on 17-04-2020 at 11.00am in Principal Chamber.
- ❖ The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below

S.No.	Issue Date	Issue	Complaint by	Action taken Date	Action Taken by the committee
1	04-10-2019	Window Glass Repair	III year B.Pharmacy students	12-10-2019	Committee brought to the notice of management and repaired the window pane.
2	08-11-2019	Mobile Lost	NIHARIKA, II year B.Pharmacy student	09-11-2019	With the help of floor Incharge Committee traced the CC footage and found the Mobile Phone.
3	28-03-2020	Library Timings related	I Year B.Pharmacy students	29-03-2020	Committee discussed with library committee to instruct the librarian to make library timings flexible .

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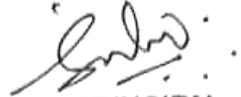
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Annual Report of the Grievance Redressal Committee for the academic Year: 2018-2019

- ❖ The first Grievance Redressal committee meeting for the Academic year 2018-2019 was held on 08-12-2018 at 11.00 A.M in Principal Chamber.
- ❖ The Second Grievance Redressal Committee meeting for the Academic year 2018-2019 was held on 13-04-2019 at 11.00 A. M in Principal Chamber.
- ❖ The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below

S.No.	Issue Date	Issue	Complaint by	Action taken Date	Action Taken by the committee
1	20-10-2018	Canteen menu price related	III B.Pharmacy Year students	23-10-2018	Committee discussed to with the Canteen Committee to make the menu prices reasonable.
2	20-11-2018	Mobile lost	CHANDRAKANTH, I Year B.Pharmacy student	21-11-2018	Committee traced the CC footage and found the Mobile phone.
3	14-02-2019	Black board visibility problem	II Year B.Pharmacy students	16-02-2019	Committee brought to the notice of the management and polished the black board to make it clearly visible.


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