

## PROCEEDINGS OF THE PRINCIPAL

Sub: SIMS- Constitution of Grievance Redressal Cell

Date: 02/01/2023

## GRIEVANCE REDRESSAL CELL

The Grievance Redressal Cell of SIMS College of Pharmacy is constituted with the following composition

S.no	Name of the Faculty	Designation	Position
1.	Mrs. S.Lakshmi Savitri	Associate Professor	Chairman
2.	Ms. P.Niharika	Associate Professor	Member Secretary
3.	Dr.M.Prashanthi Evangelin	Vice Principal and Professor	Member
4.	Dr. K.Anupama	Associate Professor	Member
5.	Mr.T.Rajeev Kumar	Associate Professor	Member
6.	K.Dedeepya	IV/VI Pharm.D	Student Member
7.	CH.Srinivas	V/VI Pharm.D	Student Member
8.	S.Kiran	III/IV B.pharm	Student Member
9.	Vijay Kumar	II/IV B.Pharm	Student Member

To

The Chairman and Members concerned

Copy to:

Principal's Office

IQAC

HODs



PRINCIPAL

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SIMS COLLEGE OF PHARMACY  
GUNTUR



## Roles and Responsibilities of the Grievance Redressal Cell

A Grievance Redressal Cell in an educational institution is a mechanism to address any complaints, grievances, or issues faced by the students, faculty, and staff. Its goal is to promote a positive and transparent environment by providing stakeholders with a platform where their complaints or problems can be heard and addressed effectively. Here are some typical roles and responsibilities of a Grievance Redressal Cell:

**1. Receiving Grievances:** The Cell's primary role is to receive and acknowledge any complaints or grievances from students, faculty, and staff. These grievances can be related to a variety of issues, including academic problems, administrative issues, infrastructure, harassment, or any other matters that impact the individual's experience at the institution.

**2. Inquiry and Investigation:** Once a complaint is received, the Cell conducts a fair and impartial investigation into the matter. This could involve gathering additional information, speaking to relevant parties, and thoroughly examining the issue at hand.

**3. Resolution:** After investigating, the Cell should work towards an appropriate resolution. This might involve mediating between parties, proposing changes to policies or procedures, or taking other necessary steps to resolve the grievance.

**4. Confidentiality:** The Cell must ensure that all grievances are handled with utmost confidentiality. The identity of the complainant must be protected, and information related to the grievance should only be shared on a need-to-know basis.

**5. Maintaining Records:** The Cell is responsible for maintaining detailed records of all grievances and their outcomes. This includes documentation of the investigation process, any decisions made, and actions taken.

**6. Providing Feedback:** The Cell should provide timely feedback to the complainant about the status of their grievance and inform them of any decisions or actions taken.

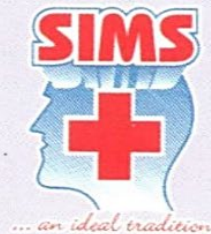
**7. Advocacy and Awareness:** The Cell should advocate for the rights of students, faculty, and staff, and raise awareness about the grievance redressal process. This can include educating stakeholders about their rights and responsibilities, and how they can lodge a complaint.

**8. Reviewing Policies and Procedures:** Based on the grievances received, the Cell may propose changes to institutional policies and procedures to prevent the recurrence of similar issues.

**9. Regular Meetings:** The Cell should hold regular meetings to review the status of complaints received and monitor the progress of resolution efforts.

# **SIMS** College of Pharmacy

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The Grievance Redressal Cell plays a vital role in creating a safe, respectful, and positive environment at the institution. It ensures that every stakeholder has the right to voice their concerns without fear of reprisal and that these concerns are promptly addressed.