

NIRMALA COLLEGE OF PHARMACY



NIRMALA COLLEGE OF PHARMACY MUVATTUPUZHA

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

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Email: nip_mvpa@yahoo.co.in Website: www.nirmalacp.org

FIRST CYCLE NAAC ACCREDITATION 2023

CRITERION 5

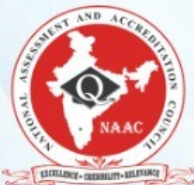


STUDENT SUPPORT AND PROGRESSION

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



Timely redressal of the grievances through appropriate committees

INDEX

SI NO	Document Name	View Document
1	Annual Action taken report submitted to principal	View Document
2	Details of actions taken for grievances which was raised through ERP	View Document
3	Minutes of meetings conducted	View Document
4	Details of complaints received and corrective actions record	View Document



Timely redressal of the grievances through appropriate committees

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

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

All the discussions will be documented and confidentiality is maintained.





NIRMALA COLLEGE OF PHARMACY, MUVATTUPUZHA

Grievance Redressal Cell for Students Annual Action Report 2022-2023

Sl NO	Date grievance received	Name of Aggrieved	Grievance received	Corrective action taken	Action taken date
1.	29-06-2022	Hostel Students (Girls)	Common door for entrance floor washroom in hostel	Matter Discussed and notified to Administrator and a door was fixed for the washroom	06-07-2022
2	02-09-2022	Girl student-7 th semester	Washroom facility for girls in college	Management has already started building new 6 washrooms in 3rd floor for girls.	12-09-2022
3	29-10-2022	7 th semester Students	Permission for mobile phones	As per disciplinary committee policy permission may be taken from principal for usage of mobile phone inside the campus	
4	19-10-2022	Girl students	Option for driving classes	Forwarded to women cell and Women cell has arranged the driving classes for girls students who stay in hostel and driving school person will take students from college in batches in the morning and evening and teach driving.	04-11-2022
5	22-10-2022	7 th sem BPharm Student	sanitary napkin wending machine not working	wending machine will be ready soon. Alternative arrangements are done by women cell and informed to the students through student representatives	04-11-2022
5	18-11-2022	student	Printing facility in the college for students	It is arranged near canteen	30-11-2022
6	6-01-2023	Student-7 th semester BPharm	Mobile phone usage	As per the guidelines, students may use your mobile phones for project purpose. But Prior permission should be taken from disciplinary committee and it has to be notified to all	17-01-2023
7	26-04-2023	unknown	Feedback about cleaning, washrooms, etc and planting trees were given	Communicated to concerned committees such as housekeeping committee and nature club and they have initiated the process to rectify the concern	27-04-2023


CHAIRPERSON




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



NIRMALA COLLEGE OF PHARMACY, MUVATTUPUZHA

Grievance redressal Cell for Students Annual Action Report 2021-2022

SINO	Date grievance received	Name of Aggrieved	Grievance received	Corrective action taken	Action taken date
1.	11/8/21	First semester BPharm Day scholars	regarding the refusal to provide concession in bus fare by private bus owners.	Appointed two faculty members to lodge this complaint in RTO office in MVPA where they discussed with bus owners and instructed them to provide concession to the students. Students were instructed to keep their ID cards and concession card with them.	12/8/21
2	11/10/21	Unknown from grievance box	4 th Saturday leave reinstitution	A circular was released by principal justifying the reason for keeping 4 th Saturday working. (Circular no 001/GR1/2021)	11/10/21
3	11/10/21	Unknown from grievance box	Wi-fi issue	A circular was released by principal intimating that Wi-Fi can be enabled in students' laptops on request, circular no 001/GR1/2021	11/10/21
4	04/12/21	8 th semester BPharm Students	Non availability of class rooms for elective subjects	An exclusive classroom with all furniture is made ready in new building near auditorium for 8 th semester students from 7/12/21 onwards.	7/12/21
5	04/12/21	8 th semester BPharm Students	Industrial visit	As per the instructions from the Gov. of Kerala IV cannot be conducted in educational institutions until a further notice is issued by govt considering covid pandemic. However, college was ready to send the students for IV based on Gov. instructions	04/12/21


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Kerala-686 661

PRINCIPAL



NIRMALA COLLEGE OF PHARMACY, MUVATTUPUZHA



Grievance redressal Cell for Students Annual Action Report 2020-2021

Grievances received during Lockdown Time-Grievances were received through Class teachers		
	Complaints received	Action taken
1	Hectic online classes for 6 hours. Students become pressurised, mobile data become low, not able to attend the class	Discussed the matter with principal and decided to have maximum of only 3-4 classes a day
2	Students from hi range area were missing classes due to network issues	Teachers were instructed to use college mail ID to use google meet so that they can use G-Suit to record the class and send to students who miss the online classes
3	Complete one hour class using mobile phone 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 the concern during the online PTA meeting)	Started conducting online viva sessions for students who need special care

Grievance received after Lockdown

SI NO	Date grievance received	Name of Aggrieved	Grievance received	Corrective action taken	Action taken date
1.	18/02/2020	1 st semester Students	Handwash facility	Discussed the matter with authority and they assured that the facility will be implemented in all washrooms	20/02/2020


CHAIRPERSON




PRINCIPAL

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Muvattupuzha, Ernakulam (Dist)
Kerala-686 661



NIRMALA COLLEGE OF PHARMACY, MUVATTUPUZHA

Grievance redressal Cell for Students Annual Action Report 2019-2020



SI NO	Date grievance received	Name of Aggrieved	Grievance received	Corrective action taken	Action taken date
1.	26/11/2019	4 th year BPharm	Industrial Visit	Matter discussed with class teacher, Student staff welfare committee and it was decided that students will be taken to IPC conducted at Chennai next month	30/11/2019
2	21/2/2020	Anonymous (student)	Regarding hectic class hours, not having library hours etc.	Discussed the matter with ARC and extracurricular committee and they suggested to have a harmony hour for students at least 2hours/month. Also allocate few library hours in timetable	28/2/2020


CHAIRPERSON




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Muvattupuzha, Ernakulam (Dist)
Kerala-686 661



NIRMALA COLLEGE OF PHARMACY, MUVATTUPUZHA

Grievance redressal Cell for Students

Annual Action Report 2018-2019

Sl NO	Date grievance received	Name of Aggrieved	Grievance received	Corrective action taken	Action taken date
1.	10/8/2018	3 rd year BPharm Students	Provision for disposal of sanitary pads	Committee discussed the matter with women cell. They are planning to install one incinerator for proper disposal of sanitary pads	16/8/2018
2	17/10/2018	3 rd pharm d students	Hostel food	Committee discussed the matter with principal and administrator. Administrator conveyed the matter to hostel warden . they assured that the quality of food will be improved	27/10/2018
3	29/4/2019	Anonimous	General-canteen facility and cleaning issues	Canteen facility will be improved Cleaning issues are directed to house keeping committee	4/5/2019


CHAIRPERSON




PRINCIPAL

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

Grievance

Sl.No	Batch	Category	Subject	Date	Action Description	Action taken Date
1	2018-2022		driving class	19/10/2022	Dear [REDACTED], we have discussed this matter with women cell. We request you to meet Head of Women cell to discuss on the matter. Please be informed that based on your request women cell has initiated the driving classes for girls. Thank you	04/11/2022
2	2018-2022		driving class	19/10/2022	Dear [REDACTED], we have discussed this matter with women cell. We request you to meet Head of Women cell to discuss on the matter.	04/11/2022
3	2018-2022	any other	Wash room facilities	02/09/2022	Dear [REDACTED], Construction of six more new wash rooms for girls are under progress and will be completed by 20 th September 2022.	12/09/2022





Nirmala College of Pharmacy, Muvattupuzha

Muvattupuzha P.O Ernakulam District Kerala, India, Pin:686661

Email : info@nirmalacp.org, Phone : 04852836888

Student Grievance

Institute name	Nirmala College of Pharmacy, Muvattupuzha
Category	All
Admission Year	All
Course	All
Batch	All
From - To	-

Sl.No	Date	Student	Course	Batch	Category	Grievance Subject	Description	Action Taken date	Action Description	Action Taken By
1	04/07/2023				any other	Aaa	This is only a test grievance	04/07/2023	action taken	Elseena Jose
2	06/01/2023		B Pharm	2018-2022	Internet facility	Phone usage	To use phone with project guides permission for project necessity	17/01/2023	Dear , As per the guidelines, you may use your mobile phones for project purpose. But Prior permission should be taken from disciplinary committee and it has to be notified to all	Elseena Jose
3	18/11/2022		B Pharm	2018-2022		Printing facility	We need printing facility in college	30/11/2022	Dear , We have discussed the matter with administrator . He assured that the facility will be fulfilled within one week. Thank You	Elseena Jose
4	22/10/2022		B Pharm	2018-2022		sanitary napkin wending machine	sanitary napkin wending machine is not working	04/11/2022	Dear , wending machine will be ready soon. Alternative arrangements are done by women cell and informed to the students through student representatives. Thank You	Elseena Jose
5	22/10/2022		B Pharm	2018-2022		to go to canteen during practice school break time	Since the practice school break time is diff for diff batches & mostly it will	04/11/2022	Dear , we have discussed the matter with the authority and practice school break	Elseena Jose

Sl.No	Date	Student	Course	Batch	Category	Grievance Subject	Description	Action Taken date	Action Description	Action Taken By
							be between 3:00 - 4:00 please give permission to utilise the canteen facilities during these time		time has been rescheduled. Kindly refer circular no Ref: DC/09/2022 (practice school break time) which is shared among students	
6	19/10/2022	[REDACTED]	B Pharm	2018-2022		Driving Class	Respected authority, We humbly request the college administration as well as women cell to implement driving classes for girls. since it is very difficult for us to take driving licence during the col ...	04/11/2022	Dear [REDACTED], we have discussed this matter with women cell. We request you to meet Head of Women cell to discuss on the matter. Please be informed that based on your request women cell has initiated the driving classes for girls. Thank you	Eseena Jose
7	19/10/2022	[REDACTED]	B Pharm	2018-2022		Driving Class	Respected authority, We humbly request the college administration as well as women cell to implement driving classes for girls. since it is very difficult for us to take driving licence during the col ...	04/11/2022	Dear [REDACTED], we have discussed this matter with women cell. We request you to meet Head of Women cell to discuss on the matter. Thank you Please be informed that based on your request women cell has initiated the driving classes for girls. Thank you	Eseena Jose
8	19/10/2022	[REDACTED]	B Pharm	2018-2022		driving class	Respected authority, We humbly request the college administration as well as women cell to implement driving classes for girls. since it is very difficult for us to take driving licence during the col ...	04/11/2022	Dear [REDACTED], we have discussed this matter with women cell. We request you to meet Head of Women cell to discuss on the matter. Please be informed that based on your request women cell has initiated the driving classes for girls. Thank you	Eseena Jose
9	19/10/2022	[REDACTED]	B Pharm	2018-2022		driving class	Respected authority, We humbly request the college administration as well as women cell to implement driving classes for girls. since it	04/11/2022	Dear [REDACTED], we have discussed this matter with women cell. We request you to meet Head of Women cell to discuss on the matter.	Eseena Jose

Sl.No	Date	Student	Course	Batch	Category	Grievance Subject	Description	Action Taken date	Action Description	Action Taken By
							is very difficult for us to take driving licence during the col ...			
10	02/09/2022	[REDACTED]	B Pharm	2018-2022	any other	Wash room facilities	Type here	12/09/2022	Dear [REDACTED] Construction of six more new wash rooms for girls are under progress and will be completed by 20 th September 2022.	Eseena Jose
11	22/04/2022	Akhila Venugopal Venugopal	B Pharm	2018-2022		test	test data	17/06/2022	test	DEEPA JOSE

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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

The objective of the Grievance Redressal Cell of Nirmala college of Pharmacy is to develop a responsive 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) 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


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

Review for completion of action points previous meeting

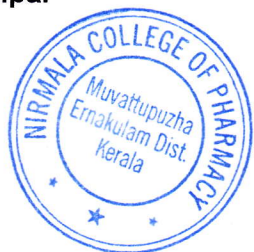
First meeting of grievance redressal cell, was conducted. Planned to conduct GRCS meeting on every month of last working day ^(Thursday). Created one ^{mail id} whatsapp group, for easy communication. All members were present in first meeting. informed GRCS activity in our website.

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. Jaceentha.	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
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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
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Date: 17/8/21	Time: 1.10 pm	Venue: Seminar Hall
Participants		

Review for completion of action points previous meeting : Received 1st student complaint from 1st 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

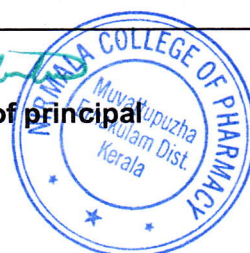
Issue Date: 12/8/21

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
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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. Mesio 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

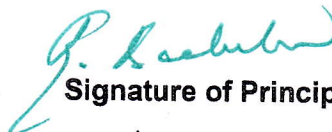
SO 9001:2015	Document No: NP/GRCS/ 01	Issue No: 4	Issue Date: 22/9/21
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Date: 23/9/21	Time: 2.00pm	Venue: Seminar Hall
Participants		

Agenda

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|-----|---|-------------------------------------|
| 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
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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

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|-----|---|-------------------------------------|
| 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

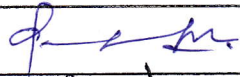
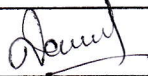

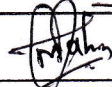
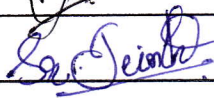
ISO 9001:2015	Document No: NCP/GRCS/02	Issue No: 5	Issue Date: 28/10/21
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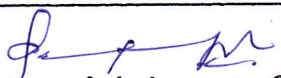
Date: 28/10/21	Time: 2.00 pm	Venue: Benimal Hall
Participants		

Review for completion of action points previous meeting

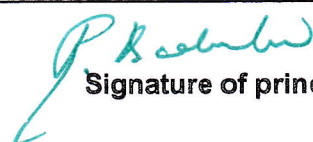
GRCS meeting is held on regular basis for the discussion of new action plan. The grievance box is checked. & presence of the GRCS members. There is no complaints from the students.

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

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

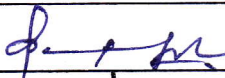

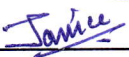
Attendance of Meeting

ISO 9001:2015

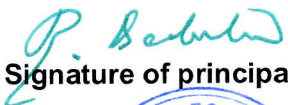
Document No: NCP/GRCS/03

Issue No: 6

Issue Date: 27/11/22

ATTENDANCE LIST			
No	Name	Designation	Signature
1	Dr. Deepa Jose	Chairperson	
2	Nancy Jose	Secretary	
3	Janice Jackson	Union Council Chairperson	
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Signature of chairperson GRCS



Signature of principal



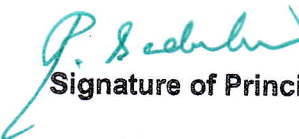
Notice for monthly Meeting of GRCS

ISO 9001:2015	Document No: NP/GRCS/ 01	Issue No: 6	Issue Date: 4/12/21
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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.
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Date: 29/1/22	Time: 10.25 am	Venue: Seminar Hall
Participants		

Agenda

- | | |
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| 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

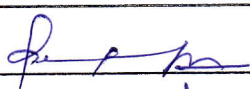
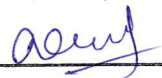
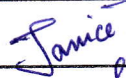
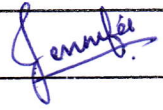
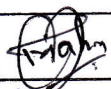
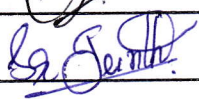
Participants

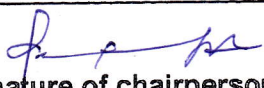
Review for completion of action points previous meeting

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	Jasree Jackson.	Gen Union Chairperson	
4	Jennifer Ann Joy	Union General Secretary	
5	Mahin. T.M	UUC	
6	So. Jacobson	warden	
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Signature of chairperson GRCS


Signature of principal



NIRMALA COLLEGE OF PHARMACY
Muvattupuzha
Ernakulam Dist.
Kerala

Notice for monthly Meeting of GRCS

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

2001:2015	Document No: NCP/GRCS/03	Issue No: 8	Issue Date: 28/2/22
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2001:2015	Document No: NCP/GRCS/03	Issue No: 8	Issue Date: 28/2/22
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2001:2015	Document No: NCP/GRCS/03	Issue No: 8	Issue Date: 28/2/22
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0001:2015	Document No: NCP/GRCS/03	Issue No: 8	Issue Date: 28/2/22
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0001:2015	Document No: NCP/GRCS/03	Issue No: 8	Issue Date: 28/2/22
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ATTENDANCE LIST

[illegible]


Signature of chairperson GRCS

Signature of principal




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

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|--|-------------------------------------|
| 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
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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 ^{received} 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



Notice for monthly Meeting of GRCS

2015	Document No: NP/GRCS/01	Issue No: 10	Issue Date: 25/4/22
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26/4/22	Time: 11.30am	Venue: Seminar hall.
Participants		

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

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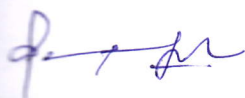
Date: 26/4/22	Time: 11-30 am	Venue: Seminar hall.
Participants		

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-0001-2015	Document No: NCP/GRCS/03	Issue No: 10	Issue Date: 25/4/22
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NCP-0001-2015	Document No: NCP/GRCS/03	Issue No: 10	Issue Date: 25/4/22
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NCP-0001-2015	Document No: NCP/GRCS/03	Issue No: 10	Issue Date: 25/4/22
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NCP-0001-2015	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



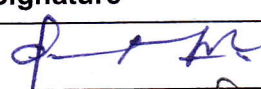
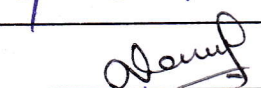
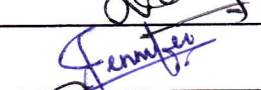

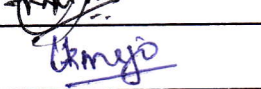
Signature of principal

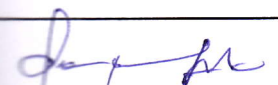


Attendance of Meeting

2022-2023 Document No: NCP/GRCS/03 Issue No: 11 Issue Date: 27/5/22

ATTENDANCE LIST

No.	Name	Designation	Signature
1	Dr. Deepa Jose	Chair person	
2	Nancy Jose	Secretary	
3	Jennifer Ann Joy	College Union General Secy	
4	Nahin T. M	University Union councillor	
5	Dr. Dona Maria Jetto	SSGP	
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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: 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
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Date: 29/6/22	Time: 10.45 am	Venue: Seminar hall.
Participants		

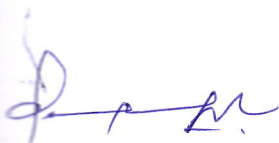
Review for completion of action points previous meeting

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 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

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



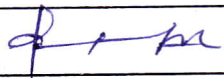

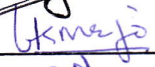

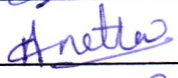
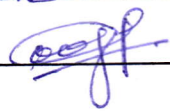
Signature of principal


Nirmala College of Pharmacy

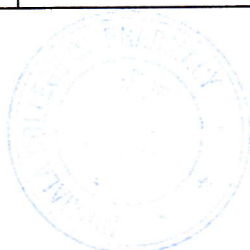
Attendance of Meeting


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	
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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]

Signature of chairperson GRCS

Signature of principal

Notice for monthly Meeting of GRCS

2021-2022	Document No: NP/GRCS/01	Issue No: 15	Issue Date: 29/10/22
-----------	-------------------------	--------------	----------------------

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 ^{action-taken} 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
------------	-------------------------	--------------	-----------------------

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

Nirmala College of Pharmacy

Notice for monthly Meeting of GRCS

2015	Document No: NP/GRCS/01	Issue No: 17	Issue Date: 03/01/2023.
------	-------------------------	--------------	-------------------------

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

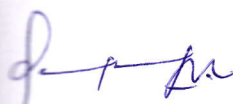
☐

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: 10.00 am 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

Date: 20/1/23

Time: 2.00 pm

Venue: Vice-principal's 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: 0001:2015 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]

Signature of chairperson GRCS



[Signature]

Signature of principal

Nirmala College of Pharmacy

Attendance of Meeting

Issue Date: 30/1/2023

ATTENDANCE LIST

[illegible]


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
-----------	-----------------------	--------------	---------------------

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 chairperson GRCS

Signature of Principal

Signature of Administrator



Minutes of GRCS Meeting

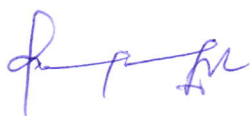
GRCS 9001:2015	Document No: NCP/GRCS/02	Issue No: 19	Issue Date: 28/2/23
----------------	--------------------------	--------------	---------------------

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

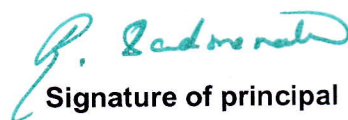
Review for completion of action points previous meeting

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

Students Complaints



Signature of chairperson GRCS



Signature of principal

Nirmala College of Pharmacy

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

2021-2015	Document No: NP/GRCS/	Issue No: 20	Issue Date: 27/3/2023
-----------	-----------------------	--------------	-----------------------

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	
-----------------------	--

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

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"/>

Chairperson GRCS

Signature of Principal

Signature of Administrator



Minutes of GRCS Meeting

NCP/GRCS/02

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

2015	Document No: NCP/GRCS/03	Issue No: 21	Issue Date: 27/4/2023
------	--------------------------	--------------	-----------------------


Document No: NCP/GRCS/03

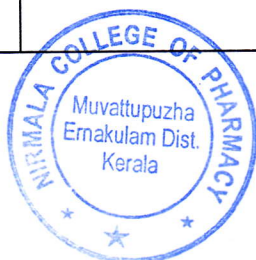
Issue No: 21

Issue Date: 27/6/2023

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
------	-----------------------	--------------	-----------------------

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

2023-2024-2025 Document No: NCP/GRCS/02 Issue No: 22 Issue Date: 30/5/2023

Date: 31/5/2023 Time: 11:00 am Venue: vice principal cabin
Participants

Review 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.

Reports Complaints




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: 3rd 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:

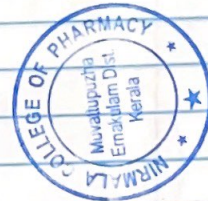
Shaji George *Shaji*
16/8/2018

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 : IIIrd 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

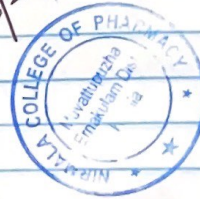
Complaint given by: Anonymous

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 : 4th 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 ^{Chennai} ~~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

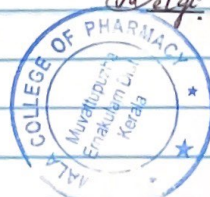
Students signature

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

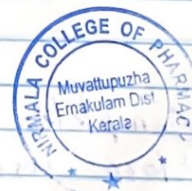
Steps taken by Committee :

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 and execute if possible.

Signature : Dr. Shaji George
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



G/C 17-001

To
The principal
Nirmala College of Pharmacy

From
4th year students

Respected Sir,

We would like to request you to provide a water facility option, a water purifier in the college. Please consider our request and do necessary action.

Thank You.

4th year students

7/11/2017



GNC 17 - 002

To the principal

From

Hostel students (girls)

Subject : Hostel facility

Dear Sir,

Our hostel facility is not good. We wish to have a hostel for pharmacy students. Now we are staying with Nirmala college students and since we need more focus on studies it was good if we have a pharmacy college hostel. kindly Discuss this matter with father and please arrange the facility for us.

Thank you.

15/02/2018
Muvattupuzha



G/C-18-001

From,
3rd year B.Pharm students
Nirmala College of pharmacy
muvattupuzha

To,
The Principal
Nirmala College of pharmacy
muvattupuzha

Respected sir,

I am writing this letter to requesting
the attention regarding the proper
disposal of ~~waste~~ ~~camp~~ sanitary pads.
So I humbly requesting to fix an incinerator for
proper disposal.

10-8-2018

yours faithfully
3rd years



Request letter

To The Principal,

From

3rd pharm D students

Subject: Hostel food

Date: 17/10/2018

Respected Sir,

We bring to your kind notice that the food provided in the hostel are not up to the standard many days. So ~~we~~ we are not able to have food everyday. We request your notice in this matter and do the needful

Yours faithfully

3rd year pharm D students



GC-18-003

I am a student of this college and I want to convey certain concerns about college facility in our campus. firstly the thing I presenting is the canteen facility. We need to improve this little more. Along with tea and coffee, we want cold drinks, ice creams, shakes etc. Also please arrange different coloured pens and pencils in the canteen. Few more desks and chairs can be put in the area.

In the model pharmacy there is so much dust. Please ask someone to clean it properly.

The pond with fisherman in front of the gate also can be cleaned. We get a good greenery in the front with fresh water ponds.

Hope it will be taken seriosly.

29 April 2019

To

GC - 19 - 001

Class teacher

From 4-th year B-pharm

Respected sir,

we would like to request you to allow us to go for an industrial visit for 10-15 days. As the college guidelines mention about an industrial visit for final years, it is the correct time to think of it. No one is showing interest in this matter we thought to put this letter in the box.

26-11-2019

Hopefully

4-th year
B-pharm



L7C - 19-002

From,

A student

Nirmala college of Pharmacy

To,

The Principal

Nirmala college of Pharmacy.

Respected Sir,

We are not getting sufficient free hours and library hours. We are having tight schedule with only study hours. So I request you to do the needful.

Yours faithfully

Muvattupuzha

21 Feb 2020



GIC-20-002

Respected Sir,

We first Semester students request you to arrange hand wash in all washroom for our use during this corona time. Since more students are there it will be over by the time we reach after lunch. We request you to do the needful

Thank you.

18/01/2020
Muvattupuzha



From

7th Sem Bpharm.

To

The Principal.

Nirmala College of Pharmacy.

Respected Sir,

Please grant permission to the 7th sem students to use mobile phones in campus for their ~~own~~ project. Please consider the hostellers to bring it to campus.

Decision ^{was} taken by Principal
and disciplinary Committee
Ref No: DC/10/2022
Dated 03/11/2022

Thanking You

7th Sem Bpharm





Nirmala College of Pharmacy

Corrective Action Record

ISO 9001:2015 Document No: NCP/GRCS/05 Issue No: 3 Issue Date: 6/7/22

No.	Date	Name of student	Reference Number	Corrective Action	Signature of GRCS Secretary
1	6/7/22	Hostel student (Girls)	GRN CT-06	A common main door was fixed for the wash area in the entrance floor washroom in the girls hostel	

Signature of chairperson GRCS

Signature of principal

Signature of Administrator







To,
Grievance Redressal Cell,
Nirmala College of pharmacy,
Miyar, Kerala

30/06/2022

Respected Authorities,

This is to bring to your kind notice, that we request
the cell, to consider the request of fixing a main
door for the entrance floor, ^{wash room} please consider it.

Yours faithfully
Hostelers





Nirmala College of Pharmacy

Corrective Action Record

ISO 9001:2015

Document No: NCP/GRCS/05

Issue No: 2

Issue Date:

No.	Date	Name of student	Reference Number	Corrective Action	Signature of GRCS Secretary
4.	4/12/21	8th Sem Student	CT-04	Grievance received regarding the non-availability of classroom for 8th sem students. An alternate classroom with all facilities is made ready in new building near auditorium for 8th semester students from 7/12/21 onwards.	
5	4/12/21	8th Sem	CT-05	Request regarding industrial visit as per the instructions from Govt. of Kerala, is can't be conducted in educational institutions while further notice is issued by Govt, considering Covid pandemic. However college is ready to send the students for it based on the instructions from Govt. as well as orders from the industry for the same.	

Signature of chairperson GRCS

Signature of principal



CT-05

From

8th SEM B-Pharm

Nirmala College of Pharmacy

26th November 2021

To

The principal

Nirmala College of Pharmacy

Subject :- Request for industrial visit for 8th sem.

Respected Sir,

This letter is to kindly draw your attention to the fact that we the 2017-21 batch (Final year) have not gone for a proper I.V.. Its also mentioned in ~~our~~ curriculum that we must attend 4 iv during our course period. Also industrial visits ~~are~~ would be a great relief from the academic stress. So we kindly Also all our senior batches have recieved 1week (7-10 days) industrial visits. We ~~are~~ expecting a positive response from our management.

Yours faithfully

8th sem students.



MAHIN T.M

Class Representative (on behalf of 8th sem students)

14



From;

8th Semester B-pharm Students

To;

The Administrator

Normala College of Pharmacy.

Respected sir;

We the students of 8th semester B-pharm have a so humble request towards the college administration to conduct the theory classes through online platform & give us a promise to choose the required ~~one~~ students to attend the classes for project work according to their subject / project requirement. Since, we don't have a classroom & 2 of the 4 subjects are being elective, it will be convenient if the theory classes are conducted online. This is a kind request from our side. Hoping for a reply

Yours faithfully
8th Semester

Students.



Nirmala College of Pharmacy

Muvattupuzha – 686661

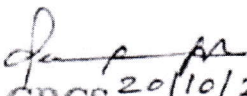
Date: 20-10-2021

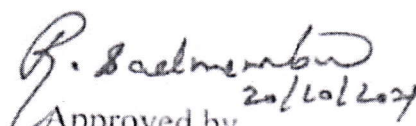
Circular No -001/GRI/2021

Grievance Ref no: CT02 and CT03

Subject: Redressal of Grievances received on 11/10/2021.

Grievances received	Action taken/ Resolution
CT02 – Regarding 4 th Saturday holiday.	Anticipating university examination of current academic year in the month of May/June as per tentative academic calendar released by KUHS, we are forced to keep fourth Saturday as working day, to fulfill the university requirements, for time being.
CT03 – Regarding Wi-Fi network access.	Wi-Fi network access can be given to the students on request provided they have original OS /Microsoft laptop system.

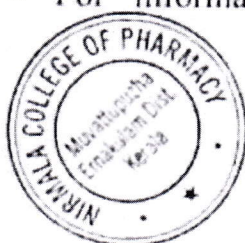
Verified by 
Chairman - GRCS 20/10/21


Approved by 20/10/2021

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

Copy to:

1. The Administrator, NCP.: For information
2. Head, Grievance cell – For information and compliance.
3. All Notice Boards – For information of students
4. All Class-teachers – For information and announcement to their respective classes.





Nirmala College of Pharmacy

Corrective Action Record

ISO 9001:2015

Document No: NCP/GRCS/05

Issue No: 1

Issue Date:

No.	Date	Name of student	Reference Number	Corrective Action	Signature of GRCS Secretary
1.	11/8/21	First Sem B.Pharm Day Scholass.	CT. 01	Appointed two faculty members to lodge this complaint in RTO office in MUPA, where they discussed with MVI and enquired this with bus owners, & instructed them to provide concession to the students and he also informed to remain the students to keep their id card and concession card. If bus owners refuse to give this concession, the bus owners should go to bus bus to report to RTO through college.	
2.	11/10/21	unknown From Grievance box	CT: 02	4th Saturday leave re-institution: A circular was released by principal, justifying the reason for keeping 4th Saturday working. Circular No. 001/GRI/2021, copy attached.	
3.	11/10/21	unknown From Grievance box	CT. 03	Regarding Wi-Fi issue inside the campus:- A circular was released by principal intimating that Wi-Fi can be enabled in students laptop on request. Circular No. 001/GRI/2021 copy attached.	

Signature of chairperson GRCS

[Signature]

Signature of principal

[Signature]



Subject: 4th Saturday leave reinstitution

Earlier we had leave on 9th Saturday
but in order to compensate for the lost leave
due to the flood (2019) 4th Saturday
were constituted as working days. Kindly
reinstitute 4th Saturday leave

Subject: Regarding WiFi issue

CT: 03

As it is given in college brochure, that, this is a WiFi campus, but ~~now~~ the students are not able to access WiFi.



Reference No: CT:01



NIRMALA COLLEGE OF PHARMACY

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

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

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

Ph: 0485 - 2836888, Fax: 0485 - 2830660, Website: www.nirmalacp.org, e-mail: nip_mvpa@yahoo.co.in

No. 0312D21

Date...12.08.2021

To,

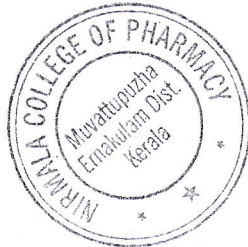
The RTO

Muvattupuzha

Subject : regarding the refusal to provide the concession in bus fare

Respected sir/ madam

We would like to draw your kind attention on the issue faced by our students regarding the refusal of concession in bus fare by the private bus services. Since, the practical sessions and university exams have started, students need to come to college on regular basis and travelling in this COVID pandemic without the concession causes extra financial burden on them. We hereby attach the memorandum submitted by our students in this regard for your reference.



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

M. Manoj *Asst. Ins. recheck & inspection*

Manoj AUI-974726 9768
Muvattupuzha