

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







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

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.





Grievance Redressal Cell for Students Annual Action Report 2022-2023

SI 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 andWomen 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

Muvattupuzha Ernakulam Dist Kerala

PRINCIPAL & d m rab Nirmala College of PRINCIPAL
Muvattupuzha, Emakulam (Dist)
Kerala-686 661



Grievance redressal Cell for Students Annual Action Report 2021-2022

SI NO	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-fiissue	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

CHAIRPERSON

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





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

COLLEGE OK PHARM Kerala

* * *

PRINCIPAL

PRINCIPAL
Nirmala College of Pharmacy
Muvatupuzha, Ernakuam (Uist)
Kerala-686 661





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

Muvattupuzha Emakulam Dist. Kerala

PRINCIPAL

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



Grievance redressal Cell for Students Annual Action Report 2018-2019

SI NO	Date grievance received	Name of Aggrieved	Grievance received	Corrective action taken	Action taken date
1.	10/8/2018	3rd 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

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

Grievance

SI.No	Batch	Category	Subject	Date	Action Description	Action taken Date
1	2018-2022		driving class	19/10/2022	Dear 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 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 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	-

SI.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 grievence	04/07/2023	action taken	Elseena Jose
2	06/01/2023	(19	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 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

SI.No	Date	Student	Course	Batch	Category	Grievance Subject	beschiption 3:00 - 4:00 please give permission to	Action Taken date	time has been reschediblion Kindly refer circular no Ref:	Action Taken By
							utilise the canteen facilities during these time		DC/09/2022 (practice school break time) which is shared among students	
6	19/10/2022		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 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	Elseena Jose
7	19/10/2022		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 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	Elseena Jose
8	19/10/2022		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 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	Elseena Jose
9	19/10/2022		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 Wime we have discussed this matter with women cell. We request you to meet Head of Women cell to discuss on the matter.	Elseena Jose

SI.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		B Pharm	2018- 2022	any other	Wash room facilities	Type here	12/09/2022	Dear Construction of six more new wash rooms for girls are under progress and will be completed by 20 th September 2022.	Elseena Jose
11	22/04/2022	Akhila Venugopal Venugopal	B Pharm	2018- 2022		test	test data	17/06/2022	test	DEEPA JOSE

Generated at: 19/07/2023 00:16:55











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 Meet	ing of GRCS
0 90	01:2015	Docu	ıment No	: NP/GRCS/ or	Issue No: \	Issue Date: 5 7 21
						1.1
ate:	5/07	121	Time:	2110pm	Venue:	online
artici	pants					
genda	ı					
1.	Reviev	v for c	ompletic	on of action poi	nts previous mee	ting
2.				olaints received		
3	Work 1	Enviro	onment			
	WOIK	CHVIIC	mmem			
4.	Teachi	ng				
5.	Studen	t Supp	ort Serv	rices		
6.	Studen	ts Fee	dback			
-	Studen	t Com	plaints			
B	Interna	l Aud	it			
9.	Contin	ual Im	iproveme	ent		
200						
	Other p	ooints	11 any			
		0	,	4		0
	Signati	ure of	chairpe	rson GRCS		Signature of Principal
			PO			Signature of Frincipal

Signature of Administrator

Nirmala College of Pharmacy									
	Minu	tes of GRCS	Meeting						
SO 9001:2015	Document No: NCP/GRCS/02	Issue No: \	Issue Date:						

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

Review for completion of action points previous meeting

First raceting of grievance redressed cell, coag
conducted, Plannood to conduct Gircs meeting on
every month of loss working day, Created one
what app group, for easy communication. All members
were present to first meeting, informed Gircs activity in our
students Complaints

Cuebsile.

There is no complexists from students.

Signature of chairperson GRCS

11 1 3 GM --

Signature of principal



Nirmala College of Pharmacy

Minutes of Meeting

ISO 9001:2015 | Document No: NCP/GRCS/03 | Issue No: | Issue Date: 5 7 2

ATTENDANCE LIST									
No	Name	Designation	Signature						
1	Dr. Deepe Jose	cheroperson	gerpe						
2	Nancy Jose	Stall (Seeselony)	Novemb.						
3	Dr. Merab Joseph.	Staff							
4	Janue Jaeson Hundunpala.	College Union Chevroma	Some						
5	Jennifes Ann Joy	General Seese boy	Tenrifer						
6	Making TIM.	UUC	(Mission)						
7	So. Jaceentha.	Hosteleverdes.	Ex Tesah						
3	Ms. Juha Thomas.	SSGIP Nodal office	John						
9	Mr. Joseph John	PTA Hember	A						
10	1		3						
11									
12									
13									
14									
15			:						
16									
17									
8			(
9			,						
20									

Signature of chairperson GRCS

Signature of principal COLLEGE OF HARMAN AND IST. WASHINGTON THE PRINCIPAL COLLEGE OF THE PRINCIPAL COLLEGE OF THE PRINCIPAL AND THE PRINCIPAL COLLEGE OF THE PRINCIPAL COL

								48				
Ni	Nirmala College of Pharmacy											
	Notice for monthly Meeting of GRCS											
9001	:2015	Docu	ment No:	NP/GRCS	5/ 01 ls:	sue No: 2	Iss	ue Date: 2\8 2				
	8					-						
into : 1	2 0	21	Time: 1	2.10	<u>~</u>	Venue:		Reminer tkl				
articip	$\frac{3 8 }{\text{ants}}$	<u> </u>	Time.	α.ιυγ	04	7011401		Cemnas FRI				
genda	Reviev	v for c	completio	n of actio	n points	previous meet	ing					
2				laints rece		P	8					
	Addres	88 OI II	icw comp	iaints icci	Sived							
3.	Work Environment											
4.	Teachi	ing										
5.	Studen	nt Supj	port Serv	ices								
6.	Studen	nts Fee	edback									
7.	Studer	nt Com	nplaints									
8.	Interna	al Aud	it									
9.	Contin	nual In	nproveme	ent								
10.	Other	points	if any									
	Signat	dure of	f chairpe	rson GR	cs		6	Signature of Principal Muvan				

Signature of Administrator

		Minut	es of GRCS Me	eeting		
SO 9001:2015	Document No:	NCP/GRCS/02	Issue No:	Issue Date:	12	8(21
47 01	Time:	1.10 pm	Venue: <a>€	mia	La	1~
late : 4 3 8	Z Inne. /	/ 10 pm)ei	mman		9

wiew for completion of action points previous meeting! Regived I⁸¹ Shelest compleint From pot sen sholests regerednes the objection of sholests concessing force to buse, complaint to reported to PTO officie students got proper rachtroation from bour owner state. The GRCS call to Functioning property and mandany the seconds on well.

CT.01 - Regarding the Objection of students concernon Fare in pavale buses.

Nirmala College of Pharmacy

Minutes of Meeting

50 9001:2015 Document No: NCP/GRCS/03 Issue No: 2 Issue Date: 128 21

		ATTENDANCE LIST	
No	Name	Designation	Signature
1	Do. Deepa Josa	Chair person Se cretary Staff	Japan San Japan
2	Noney Jose.	Se cretary	Sound
3	Dr. Meson Joseph.	Staff	
4	Mabio TM.	uuc	- Fred the
5	So. Ja contra.	Warden.	En Jevah
6			
7			
8			
9			
10			
11			
12			
13			
1/4			
115			
115			
177			
18			
19			
200			

Signature of chairperson GRCS

Signature of principal

Nir	Nimala College of Pharmacy													
				Noti	ce for	mont	hly Meeti	ng of GRC	S					
9001	2015	Docu	ment No	: NP/GR	CS/ of	Issue	No: 3	Issue Date:	5	26 8	3/2	21		
		L		*										
	-101 5	21	Time:	210		T	Venue:	Carr	005	11	M			
rticip	ants	21	Time.	2.10	pm.		venue.	Semi		1 5	14		an a	
			L											
enda														
	Review	v for c	omnleti	on of act	ion noi	nts nre	vious meet	ing [.]						
							vious inico							
	Address of new complaints received Work Environment													
•	Work	Enviro	nment											
4.	Teachi	ng												
5.	Studen	ıt Supj	oort Serv	vices										
5.	Studen	its Fee	dback											
7.	Studen	t Com	plaints											
R.	Interna	ıl Aud	it											
9.	Contin	ual In	nprovem	ent				**************************************						
10.	Other 1	points	if any					And American Andrews						
								Lan Association and Associatio						
				¥										
	Ω							P I	7	/ I=				i
	Signat	ure of	chairp	erson G	RCS			Signat	ure	of Pri	ncipa	ı	e	
	J							6						

Signature of Administrator

Nirmala C	College of Ph	armacy					
		Minu	tes of GRCS M	eeting			
SO 9001:2015	Document No:	NCP/GRCS/02	Issue No: 3	Issue Date:	28/8	121	
late: 27/8	ي Time:	2.10 pm	Venue:	Ben	now He	11	
articipants							
eview for compl	etion of action	points previous	meeting				
GROS r	neeling &	ogy is hel	d. on so	ighlas "	bounh	For	the
diseur	noin of	new o	d. on so	on. The	gri	evance	pox
coill be	2 pho	lead on	every	montr	of	Court	evo skme
day	also s	en donly	* The	sholosts	coèle	- to Po	oned
bonely	for the	compla	The do	y with	(000	eene o	ae his
tudents Compla				0			

Nirmala College of Pharmacy Minutes of Meeting SO 9001:2015 | Document No: NCP/GRCS/03 | Issue No: 3 | Issue Date: 27 8 2

	ATT	ENDANCE LIST	
No	Name	Designation	Signature
1	Do Deepa, Jose.	Chairperson	de pm
2	Noney Jose.	Secretary	Nound
3	Do. Merosto Joseph.	Member.	8
4	Janue Jackson.	Esllege Union Chairman.	Tomes
5	Janue Jackson. Jennifer Amjøy.	n Guneral Secretary	Tenne
6			
7			
80			
9			
10			
11			
12			
13			
54			
15			
6			4
7			
8			
9			5 ,
20			

Signature of chairperson GRCS

Signature of principal

Muvattupuzha
Kerala

Kerala

_						Ti .	
# N	Nirmala (College of F	harmacy				
<i>y</i>			Notice for	monthly Meeti	ng of GRCS	*2	
90	01:2015	Document N	o: NP/GRCS/ 01	Issue No: 4	Issue Date:	al9 la	21
ate:		21 Time:	Q.00pa	Venue:	Bemos	, Ham	
artici	ipants		I				
genda	a						
L	Review	for completi	on of action poin	nts previous meeti	ng 📄		
2.	Addres	s of new com	plaints received				
3.	Work E	Environment					
4.	Teachin	ng					ž.
5.	Student	Support Serv	rices				
	Students	s Feedback			galactions space and garage		
7.	Student	Complaints				* 1	
	Internal	Audit					
	Continu	al Improveme	ent		Annual State Communication States		
0.	Other po	oints if any					Ç
						* 2	
	Rp	m			R. Lachel	(
	Signatur	e of chairpe	rson GRCS	*	Signature of Pr		¥

Signature of Administrator



Nirmala (Colleç	ge of Pharmacy	2						need to a growing strange of the str	
Minutes of GRCS Meeting										
50 9001:2015	Docu	ment No: NCP/GRCS/02	Issue No:	4	Issue Date:	23	9	21		
				# Z			Y	e. *	0	
Date: 23/9/	2/1	Time: 2pm	Ver	ue:	Semina	u 1	nas	U		
Participants										
for complete beu	letion	of action points previous	meeting Ob n	: G11	RCS nace	hney	150	helof a))	

Students Complaints

Nirmala	College of Pharmacy				
	Mir	nutes of Me	eting		6
SO 9001-2015	Document No: NCP/GRCS/03 Is	ssue No: 4	Issue Date:	22/4/21	

	ATTENDANCE LIST								
No	Name	Designation	Signature						
1	Dr. Deope Jou	Chair person	for the						
2	Noney Jose	Secretary	Nower.						
63	Janua Jackson	Union Counsil chair	Same						
4	Jennifes Ann Joy.	" Creneral Secretary	Junio Jennyo						
5	Mahin. T.M.	uuc	Charles						
6	Sr. Jacobse.	Warden	Sa Seanh.						
7	Dr. Dong	SSCof	Umejo						
88		4							
9									
tio.			1						
11									
12									
13									
114									
15			,						
16		ž							
17									
18									
19									
20		, , , , , , , , , , , , , , , , , , , ,							

Signature of chairperson GRCS

Red Timber

Signature of principal Muvattupuzha Emakulam Dist. Kerala

0						*	
整 N	lirmala (College of P	harmacy		William Company	-	-
			Notice for	monthly Meeti	ng of GRCS		
900	01:2015	Document No	o: NP/GRCS/ 01	Issue No: 5	Issue Date:	28/10	1.72[
	001.	1		N. Ø.		. 1 4	1
artici	28(10) pants	Time:	2.00 pm	Venue:	Bemo	ero 1/al	
				*			
genda	1						
Į.	Pavion	, for completic	on of action naim	ts previous meet		-	
				us previous meet	ing		
Ť	Addres	s of new comp	plaints received				
3.	Work E	Invironment					
4.	Teachin	ıg					ž
5.	Student	Support Serv	ices				
5.	Students	s Feedback			and delivery with the control of the		
-	Student	Complaints				4.4	
	Internal	Audit				,	
	Continu	al Improveme	ent				
0	Other po	oints if any					
					MODELLE TO THE SECOND S		
	D	, 1			D 1 1	0	
	Signatur	e of chairper	son GRCS		Signature o		7
					6	···············	

Signature of Administrator

Muvattupuzha Ernakulam Dist. Kerala

Nirmala (College of Pharmacy
	Minutes of GRCS Meeting
ISO 9001:2015	Document No: NCP/GRCS/02 Issue No: 5 Issue Date: 28 10 2
28 w	2 Time: 2.00 pm Venue: Beninos Hell
Participants	
	letion of action points previous meeting
GIRCS	meeting is held on seguilous bour for the
documo	meeting is held on seguilous bour for the
13 C	ueleed to poesone of the Gires members
There	is no complouols from the shots
Students Compla	

Nirmala (College of Pharmacy							
	M	inutes of	Meeti	ng				
50 9001:2015	Document No: NCP/GRCS/03	Issue No:	5	Issue Date:	28	to	21	

	ATTENDANCE LIST								
No	Name	Designation	Signature						
7	Dr. Deepe. Jose	Chair person	of the						
2	Noney Jox. Janko Jackson.	Chair person Se vrelay Unión Counsil chair	Noun!						
3	Jance Jackson	Unión Counsil chair	James						
4	Mahin. T.M.	uu C	- Maha						
5	Sr. Jacentha	Warden	Sa Sciontit						
6									
*1	-	-	:						
12									
13									
14									
5									
16			i						
3									
9									
0									
	Signature of chairperson GRCS	Signature of	of principal Muvattupuzha Ernakulam Dist. Kerala						

Ni	Nirmala College of Pharmacy							
				Notice fo	or monthly Mee	ting of GRCS		
9001	1:2015	Docu	ment No	: NP/GRCS/	Issue No: 💪	Issue Date:	26/11/22	9,15,1
		L						
te:	26 lu	22	Time:	2-00 pm	Venue:	Seminar	kku	
rticip	ants			,				
nella								
	Review	w for c	ompleti	on of action p	oints previous me	eeting		
				plaints receiv				
			nment	,				
	WOIK	EIIVIIC	mnem					
	Teachi	ing						
	Studer	nt Supp	ort Serv	vices				
	Studer	nts Fee	dback					
	Studer	nt Con	plaints					
	Interna	al Aud	it			The state of the s		
	Contin	nual In	nprovem	ent				
L.			if any	,			,	
	other	pomis	ii aiiy			1		

of chairperson GRCS Signature of Principal & Salulo

Signature of Administrator



Minutes of GRCS Meeting Minutes of GRCS Meeting Document No: NCP/GRCS/02 Issue No: 6 Issue Date: 27 11 21 Time: 2.00pm Venue: Senions Kall

for completion of action points previous meeting

The grievance bosc as well as emoul coas checked in the presence of GIRCS members. Since these coas no complexists treefirstered during this provide. The committee discussed shallost supporting systems and meeting ended.

lents Complaints

cipants

no completions.

Signature of chairperson GRCS

Signature of principal

Nirmala College of Pharmacy

Attendance of Meeting

	ATTENDANCE LIST									
Ma	Name	Designation	Signature							
1	Do. Deepa Jose	Chair presus	de pr							
	Noney Jose	Chair person 8 ecretary Union Counsil Chaire	Dewy.							
1	Do. Deepa Jose Novey Jose Janice Jackson	Union Counsil Chaipe	James							
1										
0										
2										
13										
54										
5										
6										
7										
8										
19										
-										

Signature of chairperson GRCS

Signature of principal

Ernakulam Dist. Kerala

-		-	The same of the sa										
	Nirmala (Colle	ge of P	harma	су								
				No	tice for	mor	nthly Me	etin	g of GRCS		4.	lig .	
0 90	01:2015	Doci	ument No	: NP/GI	RCS/ of	Issu	e No: G		Issue Date:	4	121	2.1	
		— ,	Time.	10		CALCULATE OF THE STREET, STREE	\\\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\	***************************************	æ		11	A 1	
etti.	4 J ipants	4	Time:	10.6	25 a	<u>~</u>	Venue:	,	Berry	00g	1Je	VI.	
	P 21169		<u></u>		**************************************	**************************************							
pad:	2						ě						
ı.	Review	for c	completio	on of ac	tion poir	its pre	evious m	eetin	ig T				
2	Address	s of n	ew comp	olaints r	eceived								
	Work E	Sarrino	nnant									180	
1	WOIK	IIVIIO	immem										
	Teachin	g											
	Student	Supp	ort Servi	ces					Print Activities and Marie and				
									pi dirini, tuniqidan				
۱	Students	s reec	праск										
1	Student	Comp	olaints								sit.		
ı	Internal	Audit	t.										
									L.				
	Continua	al Imp	orovemei	1t					And the plan of th				
	Other po	ints i	fany										
					-					***			
											٠.		
	de p	1	1						P. Sed	ulu	7		
	Signature	e of c	hairpers	son GR	CS			. ,	Signature		cipal	OLLEGEO	

Signature of Administrator

Nimala College of Pharmacy
Minutes of GRCS Meeting
Document No: NCP/GRCS/02 Issue No: 6 Issue Date: 4/12/2
Venue: Beninas Hall
Participants
the completion of action points previous meeting
neeling to held on Alialda, for the discussion
gisterone complaint sectived form the 80"
sholosts rogers dreg non availability of
grievone complored secrived form the 8th seles sholes seepers ducy non availability ob soon and sequest sepers ducy inclustral Visit.
Complaints
availably of clan room for 8th sen Sonda
3- Request regardneg industrial visit.

Nirmala	College of Pharmacy				170	
	M	inutes of Mee	eting			
50 9001:2015	Document No: NCP/GRCS/03	Issue No: C	Issue Date:	4/12	129	

100	ATT	ENDANCE LIST	
Mo	Name	Designation	Signature
-	Dr. Deepe Jose	Chairperson	Jup po
2	Namey Jose.	Chairpers on Secretary	aleury
3	Japie Jackson.	Union Counsil Chaireann	Samte.
4	Jennifer Anniton	Union Counsil Chaireann n General Secretary	Junife
· O	Mahin. T. M.	uuc	trakin
-			
7			
8			
TO D		-	8
1			
12			
3			,
14			
5			,
6		,	
-			
2			
P		,	,

Signature of chairperson GRCS

Signature of principal COLLEGE OF

Muvattupuzha Ernakulam Dist. Kerala

Notice for monthly Meeting of GRCS													
0 9001:20	015	Docu	ıment No				No: 7		ue Date:	29	1 01	122)
						<u></u>	,		***************************************	29	101	1 00	
	1 1	11	Time:	10	25 an	_	Vanua		<i>₹</i>		11		
rticipant	AIII	ત્રેત્રે	inne.	(0.	as an) ,	Venue:	(Senia	000 (1	- 11		MONTH CONTRACTOR SOFT STORY
								AT NO. 10. 10. 10. 10. 10. 10. 10. 10. 10. 10					OCIEMPONIA DI PORIZIONI DI PORI
encia.													
Re	view	for c	ompletic	on of act	ion poir	its pre	vious mee	eting					
Ac	ldress	of ne	ew comp	olaints r	eceived			ſ					
W	sek E	nuiro	nment					Ĺ				1	
***	UIK E	IIVIIO	mient					Ļ					
Te	achin	g							And the second s			~ *	
Sh	dent	Sunna	ort Servi	CAC				Language and the state of the s					
				ccs									
Stu	dents	Feed	back					and which					
Stu	dent	Comp	laints					<u> </u>			2041		
Inte	rnal.	Audit						CASS-ACCULATION FRANCES			No.		
Cor	itinua	ıl Imp	rovemer	nt									
Oth	er po	ints if	any							-			
			•						1				
										**			
											*		
	D		0 1					1	200				
0	-	P	N					115	No al	" In	>		



Minutes of GRCS Meeting Minutes of GRCS Meeting Minutes of GRCS Meeting Minutes of GRCS Meeting Document No: NCP/GRCS/02 Issue No: 7 Issue Date: 29/01/29 29/01/22 Time: 10.25 ava Venue: Bear new Hall pants for completion of action points previous meeting GRCS meeting is held on regular bears for the discurs of new action plan. The greature back is checked to presence of the GRCS. memberes. The Shidook evere informed dimely For the Complexion along contractions action scomplaints

Nirmala (College of Pharmacy			or.		
	M	inutes of Meeti	ng			
9001:2015	Document No: NCP/GRCS/03	Issue No: 7	Issue Date:	29/01	22	

	ATT	ENDANCE LIST	
No	Name	Designation	Signature
7	Do. Deepe Jose	Chair person	for pos
2	Maney Jose.	Solve kry	'acent
63	Janice Jackson.	Cour Union Chairperso	V (1/2)
*	Jennifer Ann Joy	Union Cremeral Scerelary	Jennie.
5	Mahin. T. M.	uuc	(1 9)
60	S. Jacontha	warder	la Sunt
7			
8			
9	4		
10		- ,	:
1			
12			
13			
TAL .			
15			,
6			ì
7			
8			-
9			
20			2

Signature of chairperson GRCS

radio racia

Signature of principal

Muvattupuzha
Ernakulam Dist.
Kerala

<u>_</u>

-					****			55	
新	Nimala (Colle	ge of Ph	armacy					
		7	Distriction for the state of the second second second	Notice for	mon	thly Meet	ting of GRC	CS .	
0 90	01:2015	Docu	ument No:	NP/GRCS/ of	Issu	e No: 8	Issue Date	e: 27 (2/22
	- 1 1		T						
	28 2	वेवे	Time: V	0.25		Venue:	Bemm	ian holl	
MIC	pants				·				
md:	2								
	Review	for c	ompletion	of action poin	ts pre	vious meet	ting		
	Address	of ne	ew compla	aints received					
	Work E	nviro	nment						
	WOIN E	1111101	annont						
	Teachin	g					And the second s		*
	Student	Suppo	ort Service	es					
	Students	Feed	back				pro-darm, speaking game		
	Student (Comp	laints						
	Internal A	Andit							
	Continua	l Impi	rovement				and the state of t		
	Other poi	nts if	any						
							Sand and a state of the state o		
								** .	
	D								
	d'a	P	m		*			deli	
	Signature	orch	iairperso	n GRCS		/	Signature	e of Principa	
					š			COLLEG	EOR
				Signatur	e of	Administra	ator	Muvattur	Duzha H
							24 4 4 H	Ernakulari Kerala	

Nirmala	Colle	je of Pharmac	У				0.000			www.compression.gov.tree
Minutes of GRCS Meeting										
9001:2015 Document No: NCP/GRCS/02 Issue No: 8 Issue Date: 28 2 2										
									•	
Date :		Time: 10.8	ls am		Venue:	Bernine	s Hen	ll.		
Famicipants						CONTRACTOR OF THE REAL PROPERTY.			grammer view view view view view view view view	
		of action points p								
GROS	r	nce my w was of cheeled	h	اماه	00	sognic	بالم	be	urs Po	Ī
by a	War.	checked	nee	A)	000	uo po	an,	lh	980	luon
	`		βS	1	estive i	F CIR	23 · V	nem	sey.	
									•	

No complorate secred.

Nirmala (College of Pharmacy							
	M	linutes of	Meeti	ng				
9001:2015	Document No: NCP/GRCS/03	Issue No:	8	Issue Date:	28	2	22	

H	ATT	ENDANCE LIST	
le:	Name	Designation	Signature
i	Do Deepa Jose	Cheinperson	Jap M
1	Noncy Jose	Beaselon	(Samy
ı	Jackson	Union Counsil Chaipeun	Janier
1	Jemifer Ann Joy	· " General Secretary	James.
	Hahin . T.M.	uuc	Again.
	So. Jacoptha.	evaiden	Sa Peine
ı	Do Dong Maria Jetto	35G1P	Dona
1			
		-	:
=			
NE SEE			
5			,
E		į.	(
8			
=			
		* *	

Sprange of chairperson GRCS

Signature of principal

COLLEGE OR

Muvattupuzha

Ermakulam Dist.

Kerala

Nirmala	Colle	ege of F	harmac	y			ile.	-	
			Notic	ce for m	onthly Maga	ing of GRCS			
39001:2015	Doc	ument No	o: NP/GRO		sue No: a				
				13.	ade 140.	Issue Date:	23 3	122	
21/2/	1 0	Time:	10.0						
24/3/a	XX	rine:	10.25	9m	Venue:	2 emines	hall		
					· · · · · · · · · · · · · · · · · · ·				
Milita									
Review	for co	ompletio	n of action	n points p	revious meeti	ng			
Address	of ne	w comp	laints rece	eived					
Work Er	viror	ment						¥	
T									
Teaching	5								, w.,
Student S	Suppo	rt Servic	ees			A Company of the Comp			
Students	Feedt	oack				***************************************			
Student C	'omnl	ninta							
- Cont C	ompi	aints					*		
Internal A	udit								
Continual	Impr	ovement							
						\$000.00 to 0.00000			
Other poin	118 11 8	iny							
						and the desirement of the second			
						*			
D.		1							
Signature of	of cha	irparaa	n GRCS			J. Last	L)		
	0116	in hei 20	III GRUS		1	Signature of			
						1/3	COLLEGEOR	2	
			Sia	nature of	Administrato	RMA	Muvattupuzha Ernakulam Dist	ARM	
					· · siiiiii sii al() <u> </u>	Kerala	2	

Nirmala College of Pharmacy Minutes of GRCS Meeting 5001:2015 | Document No: NCP/GRCS/02 | Issue No: 9 | Issue Date: 24322 124321 | Time: 10.25 an | Venue: Benines Hall 125pants

for completion of action points previous meeting

Monthly meeting of Circs is held on seminar hall.

There is no complexists, from students. Girievance
buse is checked in presence of members of GRCS.

There is no emerils regarding student Girievance.

Complaints

Nirmala College of Pharmacy Minutes of Meeting Document No: NCP/GRCS/03 Issue No: 9 Issue Date: 24 3 2 3

	ATT	ENDANCE LIST	
No	Name	Designation	Signature
	Dr. Deepe Joy	Chairperson	2 pp
2	Nancy Jose	Chairperson Seese tony	Olem
3	Janice Jackson	Union Counsil Chairperson	Jamie
-	Jennifer Ann Joy	Countral Secretary	Junifer
5	Malin-Tim	uuc	- Angles
-	Dr. Dong Marra Jeth.	35GP	Ukmejo
7			
2			
8			
TED.			
-			
15			
16			
F			
12			
100	-		

Senature of chairperson GRCS

R & Included Signature of principal

Muvattupuzha Ernakulam Dist. Kerala

Nirm	nala (Colle	ge of Pha	ırmacy				
				Notice for	mor	thly Meeti	ng of GRCS)
9001:2	015	Docu	ment No: I	NP/GRCS/ 01	Issu	e No: 10	Issue Date:	25/4/22
				-		,		
24 Winar	5/4/2	22	Time: //	· 300m		Venue: 💆	Seminar	hall.
aluga.	its							
dia .								
		C					. —	
			_	of action poi		evious meet	ing _	
A	Addres	ss of n	ew compla	aints received				
V	Work I	Enviro	nment					
1	eachi	ng					~	
5	tuden	t Supr	ort Servic	es				
			dback					
,	muden	t Com	plaints					
ŀ	nterna	l Aud	it					
	Contin	ual Im	provemen	t				
)ther r	points	if any					
						,		
-	1	pr					2	
ume c	f chai	irpers	on GRCS	Signature	of P	rincipal 🕢	Sceled	~
						L		COLLEGEOS
				Signature	of A	dministrato	r	Muvattupuzha Ernakulam Dist. Kerala

×

Minutes of GRCS Meeting

Document No: NCP/GRCS/02 Issue No: 10

Issue Date: 25 4 22

26/4/22	Time: 11-30 am	Venue:	Seminar	hall.	
ticipants					

for completion of action points previous meeting

Monthly meeting of GIRCS was held in Seminar Greening box was cheeked in the presence of GIRCS there is no quevance xeceived from anderte to this month

Complaints

No complaint

Signature of chairperson GRCS



Attendance of Meeting

Document No: NCP/GRCS/03 Issue No: [0 Issue Date: 25/4/22

	ATT	ENDANCE LIST	······
3	Wame	Designation	Signature
ı	Da-Deepa Jose	Chair person	J. pr
	Manay Jose	Secretory	Tem
	Terrele Ann Joy	College Union Gunua seculin	Tenne
	Mahin T.M	University Upin muncilla	$\Delta \langle D \rangle$
	B. Dona Maria Tetto	SSGIP Nodal officei	14 meto
1			
F			
1			

Square of chairperson GRCS



				Notice for	monthly Me	eting of (GRCS		
11:2	015	Docum	nent No	: NP/GRCS/OI	Issue No: 1	Issue	Date:	27 5 22	
21	5/22	•	Time:	11.00 am	Venue	Sem	וחפז	hall	
gian	ts								
		C	1		into marriona =	naating [
				on of action po		reening _u			
A	ddress	s of ne	ew com	plaints received	1				
V	Work E	enviror	nment						
						Γ			
1	eachir	ng							
9	Rtudent	t Sunn	ort Serv	vices		To a series of the series of t			
						encode.			
9	Student	ts Feed	lback						
93	Student	t Com	plaints			Same.			
1	interna	l Audi	t						
	Contin	ual Im	provem	ent					
			-						
	Differ p	points	it any						
						L			



Minutes	of	GRCS	Meeting

Document No: NCP/GRCS/02 Issue No: 1/2

Issue Date: 27/5/22

7 5 22	Time: 11.00 am	Venue: Seminar hall	
pants			

for completion of action points previous meeting

The greenee box as well as email was ented up the presence of GIRCS members. Since there no complaints registered during This period committee discossed about shident supporting selins and meeting ended.

Complaints

no complaints.

Signature of chairperson GRCS



Attendance of Meeting

Document No: NCP/GRCS/03 Issue No: 1 Issue Date: 27 5 22

	ATT	ENDANCE LIST	
8	Name	Designation	Signature
	Da Deepa Jose	Chair person Secretory Collège Union Greneration	de M
	Many Sose Tennifer Ann Soy Nahin T. M De Dona Maria Setto	Seculory	Jamy
	Tennifer Ann Joy	Collège Union Generalien	Jernetes
	Nahin T. M	University Union councille	
	Da Dona Maria Jetto	SSGP.	things
ļ			
ı			
B			
1			

Separature of chairperson GRCS

Signature of principal

COLLEGE

Muvattupuzha Ernakulam Dist. Kerala

		of Dh	armacV				=		44		
Mirmala C	Jolleg	e oi Pii				hly Mee	ting O	f GRCS			
	1-	No.	Notic NP/GRC			No: 12	Issu	ue Date: ನಿನ	8/6/22		
401:2015	Docur	ment No:	NP/GRC	3/0 /	10040						
		Times	10 115	260	×	Venue:	Romer	iou hall			
19 6 22	2	Time:	10.45	<i>(11)</i>	v		30.00				
Man (482) TCS	-										
-											
		20 200 - 10 - 2	9		· . 4	ovious me	eeting				
						evious me	ccing				
. Addr	ress of n	new com	plaints re	ceive	1						
Work	k Envir	onment									
-	hina										
	Teaching										
Stud	ent Sup	port Ser	vices								
Stud	lents Fe	edback									
Stud	lent Co	mplaints									
linter	mal Au	ıdıt									
Con	ntinual l	lmprove	ment					~			
06	er poin	ts if any									
D		۵ /	1	D	0						
9-	-	To	Ç	N.	8 -	elata	2				
person of	chairpe	erson G	RCS S	ignat	ure of	Principa	li .				
										11 -	
			ç	Signat	ure of	f Adminit	strator	GF OCK	M	hop the	1
						MAI	Muvatt	3			<i>*</i>
						NIR	Ernakular Kerala	TI Dict =			

Minutes of GRCS Meeting

Issue Date: 29622 Document No: NCP/GRCS/02 Issue No: 12

	T:	Varue 0 - D II	\neg
29/6/22	Time: 10.45 am	Venue: Seminar hall.	
pants			

for completion of action points previous meeting

request was raised by gul hostel students for a common door for enhance bloor wash room (hostel) The matter was discussed and the requested was notified to Administrator and he assued that the it be rectifiéel. Hso this was the 1st meeting after reconstitution of guevance adversal cell for 2021-220

GRN: GC16-004 - Concern regarding entrance floor washrow [hastel)

Signature of chairperson GRCS



Attendance of Meeting | Document No: NCP/GRCS/03 | Issue No: 12 | Issue Date: 29 | 06 | 22 |

Ī	ATTENDANCE LIST										
3	Name	Designation	Signature								
ı	D-Dapa Jose	Chair person	far pri								
ı	Elsana Jose	Secretory	L. Sund								
۱		Disciplinary Committee	The								
	Goztham Gropakumar	Osciplinary Committee Collège Union general Jecaliny	glater.								
	Ms Flowerlet Mathew	SSGP	Jun 18								
	M. Dona Maria Jetto	SSGIP	Uknejo								
ı	Ms Aneta Vinobi	Collège Union	dutte								
		•	COST COST								
	Jaceentha	Worden	So Seunth								
I											
3											
1											
1											
1											
1											
N.											

Separature of chairperson GRCS



		Notice for	r mon	thly Meet	ing of GRC	S	
2015	Docur	nent No: NP/GRCS/6t	Issue	No: 13	Issue Date	: 28 1 2022	
			<u> </u>				
122		Time: 11-40 am		Venue:	8/10 princ	ipal Cabin	
nts							· · · · · · · · · · · · · · · · · · ·
Reviev	v for co	ompletion of action po	ints pr	evious mee	eting		
		ew complaints received					
			•				
Work	Enviro	nment					
Teachi	ng						
		out Corrigos					
		ort Services					
Studen	ts Feed	dback					
Studer	t Com	plaints					
Interna	ıl Audi	t					
Contin	ual Im	provement					
Other	points	if any					
		€					

chairperson GRCS Signature of Principal & Salulio



Minutes of GRCS Meeting

Document No: NCP/GRCS/02 Issue No: 13 Issue Date: 28 7 22

29727	Time: 11-40 am	Venue:	Vice	principal	Cabin	
pants				,		

for completion of action points previous meeting

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

The state of chairperson GRCS



Attendance of Meeting

Document No: NCP/GRCS/03 Issue No: 13 Issue Date: 29 7 22

ATTENDANCE LIST									
Name	Designation	Signature							
Dr. Deepa Jose	Chair - person	der pr							
Elsana Jose	Secretary	of seene							
45. Howerlet Mathew	SSOP	Cond							
> Karthikeyan	Disciplinary Committee had	KIN							
De Dona Maria Jetto	SS G7 P	Usmyo							
Ms Ancela Vinobi	College Union	Anetta							
Ns-Pooja Shajan	College Union	SojA							
SNIGGO	- Grand								
	OF PHARM								

grature of chairperson GRCS

			3											
Nir	Mirmala College of Pharmacy													
	Notice for monthly Meeting of GRCS													
9001	2015	Docu	ment No	: NP/GI	RCS/0/	Issue	e No: /3		ssue Date	e: 🍃 🤻	8 2	2		
				2	The c									
E.	8 8 22		Time:	11.00	am.		Venue:	Sen	oinar h	all				
MEG	ants													
	Review	v for c	completion	on of a	ction po	ints pr	evious m	neetin	g					
g.	Addres	ss of n	ew comp	plaints	receive	d								
	Work Environment													
													~	
	Teachi	ing			***									
	Studen	ıt Supj	port Serv	vices						,				
	Studer	nts Fee	edback											
	Studer	nt Con	nplaints											
		it con	.pramis											
	linterna	al Aud	lit											
	Contin	nual In	nprovem	ent										
	Other	points	if any											
											OF	HAR		
						O #	. 4-			1	\$			
	0	F.	M	1	G	. 1	eduli			000			2	
	m of cha	irper	son GR0	cs s	Signatui	re of P	rincipal				The same	1/2		

Minutes of GRCS Meeting

11:2015 Document No: NCP/GRCS/02 Issue No: 13 Issue Date: 27 8 22

28/8/22	Time: 11.00 am	Venue: Servinar hall	-
pants			

for completion of action points previous meeting

There was no complaints received through box, campus I and email. As per the concern raised faculty about academic beaves, a discussion was done administration and he assured that in the next this will be concerned.

Complaints

Secreture of chairperson GRCS



Attendance of Meeting

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

٠	ATT	ENDANCE LIST	
	Name	Designation	Signature
-	Dr. Deepa Jose	Chair - person	de pr
-	Elsiena Jose	Secretary. SSGP	The state of the s
	Dona Maria Jetto	SSGP O	Kiverjo
	Mr. Flowerlet mathew	SSGP	Sul.
	1/3- Aneeta Vinobo	Collège Unión	Anetter
	Us-Pooja Shajap	Collège Union	(oct-
		/	0.
	·		
-			
-			
E			
=			
000			

Signature of chairperson GRCS

		Time: 12.00 pm Venue: Via principal Cabio view for completion of action points previous meeting dress of new complaints received ork Environment				
Ner	mala Colle	ge of Pharmacy	Notice for monthly Meeting of GRCS : NP/GRCS/e/ Issue No: /4 Issue Date: 29/9/29 Venue: Via prisapal Cabio on of action points previous meeting plaints received			
		Notice for	monthly Meetin	g of GRCS		
9807	12015 Doc	ument No: NP/GRCS/©/	Issue No: 14	Issue Date: 29/	9/29	
					i.	
E.	30 9/22	Time: 12.00 pm	Venue: ∖	in prisupal	Cabio	
Berg	pants					
	Review for	completion of action poi	nts previous meeti	ng		
	Address of	new complaints received				
	Work Envir	ronment				
		*				
п	Teaching					
	Student Sup	pport Services		Annual Control of the		
	Students Fe	eedback				
	Student Co.	mplaints				
	Internal Au	ıdit				
	Continual I	Improvement				
	Other point	ts if any				
	0				SE PHARAGE	
	4	for P.	& achilo			
	- of abaims	wash CRCS Simpotum	o of Principal	11-21		

Minutes of GRCS Meeting

Document No: NCP/GRCS/02 Issue No: 14

Issue Date: 29/9/22

= 30/9/22	Time: 12-00 pm	Venue: Via principal (abin
cipants		

for completion of action points previous meeting

concern was raised by a student regarding duady ross addressed by romagement and 6 more new wash the student through ERP.

mts Complaints

Senature of chairperson GRCS



f. & achild Signature of principal

Attendance of Meeting

Document No: NCP/GRCS/03 Issue No: 14 Issue Date: 29 9 22

ATT	ATTENDANCE LIST					
Mame	Designation	Signature				
Bot Dr. Deepa Jose	Chair - person	de po				
Ms. Elseena Jose	Secretary	The second second				
Dona Maria Jetto	5 5 G1 p	Ukmrjo				
	Union Counsil	Sinte				
1 - Pooja Shajar	1)	COEY P.				
Aneitla Vinobi - Pooja Shajar - Ploweelet Mathew		Sall				
	r					

Square of chairperson GRCS



		N	lotice for	mon	thly Mee	ting	of (GRCS		
Document No: NP/GRCS/9 Issue No: 15 Issue Date: 29/10/22										
				<u> </u>						
						-/		•	,	. 10
21 10	રેર	Time: 2.1	o bw.		Venue:	Vi	ce	principa	1	cabio.
pants	3								-	
Re	view for o	completion of	action poi	nts pre	evious me	eeting	g [
Ad	dress of r	new complain	ts received					\exists		
W.C	ork Enviro	onment					Ļ			
Te	aching						z ⁱ	-		
		nort Comicos								
300	dent Sup	port Services					_	-		
Stu	dents Fee	edback						entrenos un réversitation		
Stu	dent Con	nplaints								
							L			
Int	emal Auc	dit					- Control of the Cont			
Co	ntinual Ir	nprovement					Γ	de-mantena principal de		
0	her points	s if any					L			
	Pomis	5 11 uny								
								1	(GE	OF PHAR
		<u> </u>	P	0	0 1.			1/3		100/2
		son GRCS	9.	s ac	ringinal					- J.J.
are of	chairper	son GRCS	Signatur	e ot P	rincipal			1		

Minutes of GRCS Meeting

1:2015 Document No: NCP/GRCS/02 Issue No: 15 Issue Date: 29 10 22

31 10 22 Time: 2-10 pm Venue: Vice - Principal Cabio

The concern regarding the washroom facilities rectified 6 more washroom are now available for ERP, email and grievance beone were checked and concerns were see found regarding the usage of bile phones. The circular dated 03/11/2022 mention the procedure follow for using mobile phone with the permission from repol All other concerns raised by studenti are forwarded compitaints

Concerns and the responses are updated ERP.

anature of chairperson GRCS



Attendance of Meeting

Document No: NCP/GRCS/03 Issue No: 15 Issue Date: 29 10 22

ATTENDANCE LIST				
Name	Designation	Signature		
D. Deepa Juse	Chair person	for pe		
Mrs. Elseuna Jose	Secretary	E use		
Urs. Howerlet Mathew	Secretary SSGP	Sins		
Vs. Aneeta Vinobi	Union Coursil	Sult		
Dr. Dona Maria Jelle	SSGP	(Jameso.		
	<u> </u>			
	1			

Senature of chairperson GRCS

		Notice for	monthly Mee	ting	of GRCS			
un:2015	Docu	ment No: NP/GRCS/0/	Issue No: 16	Is	sue Date: 29	al Cabio		
	l		L		•			
							,	
20 1 20	22	Time: 2-15pm	Venue:	Vice	principal	Cabio		
pants								
Review	w for c	ompletion of action poi	nts previous me	eeting				
Addre	ss of n	ew complaints received						
Work	Enviro	onment						
Teach	ing							
Studer	ıt Supp	port Services						
Studen	nts Fee	edback						
Studen	nt Com	nplaints						
linterna	al Aud	it						
Contin	nual Im	nprovement						
Other	points	if any						
							SE OF PA	
a	P	TV		D	011	1		
an of cha	airpers	son GRCS Signature	e of Principal	g	& collection			列

Minutes of GRCS Meeting

Issue Date: 29 11 2 22 Document No: NCP/GRCS/02 Issue No: 16 9001:2015

m= : 20 n 22	Time: 2.15 pm Venue: Vice principal Cabin
micipants	

for completion of action points previous meeting

Based on the request regarding deiving classes for ... women cell has initialed the process and now students are and for the classes Regarding the prioring facility for sudents, the matter discussed with Administration and a movision for the same is under procurs. Printing facility be awanged in combien within a week time

mts Complaints

Signature of chairperson GRCS

Attendance of Meeting

Document No: NCP/GRCS/03 Issue No: 16 Issue Date: 30/11/2022

ATT	ENDANCE LIST	
Name	Designation	Signature
Deepa Jose	Chairperson	de m
Elseena Jose	Chairperson Secretary	Baune
Dona Maria Tetto	SSGP	knede
	WUC	
Pooja Shayan Aneeta Vinobi	Chairman	And
Goutham Gropakumar	General secretary	A L
		on ye.

Signature of chairperson GRCS



P. I adultation
Signature of principal

	Notice for	monthly Meet	ing of GRCS			
2015 Doo	ument No: NP/GRCS/ ଠା	Issue No: 17	Issue Date:	03/01/	2023.	
1/2023	Time: 10 · 00 am	Venue:	Vice paine	ipal	Cabio	
ants	111101 70 00 4115		via priis	7		
			2			
	letien e Castion no	into mavious ma	oting [
	completion of action po		etting			,
Address of	new complaints received	1				
Work Envi	ronment					
Tanahina						
Teaching						
Student Su	pport Services					
Students F	eedback		and the second of the second of			
Student Co	mplaints					
on Co	inprame.					
Internal Au	dit					
Continual	mprovement					
Other poin	ts if any					
point	w ii mij					
De p	-hs. P	0 11				
e of chairno	rson GRCS Signatur	re of Principal				

Minutes of GRCS Meeting

Document No: NCP/GRCS/02 Issue No:

Issue Date: 03 01 2023

04/01/2023	Time: 10.00 am	Venue:	Vice principal	Cabin
pants				

for completion of action points previous meeting

There were no complainte received from

ворьож, caropus 7, and email.

Complaints

Senature of chairperson GRCS

Attendance of Meeting

1 2015 Document No: NCP/GRCS/03 Issue No: 13 Issue Date: 04 81 2023

ATTENDANCE LIST						
Name	Designation	Signature				
De Deepa Jose	Chair person	fee for				
Mrs. Elseena Jose	Secret ary.	Luna				
4. Goutham Cnopakumar	Chair person Secretary. General Secretary-Students whoo	Sugalit				
2 - Dona Maria Tetto	SS G1P	12 mago				
1. Anesta Vinobi	College Union	Anotta				
	J					

Senature of chairperson GRCS

			harmacy Notice fo	r monthly	v Meeti	ng of GRC			
Un:2015	Docu	ment No	o: NP/GRCS/0	Issue No				90	
				issue NC	. 18	Issue Date:	30[1]&		
13		Time:	2-00 pm	Ve	nue: 1	lice-princ	ipals	eabis	
Quant's									
Review	for co	ompletio	on of action poi	nts previo	us meeti	ng 🗍			
			plaints received						
Work E	nviro	am ant							
WOLK I	ZIIVIIOI	mnem							
Teachir	ng								
Student	Supp	ort Serv	rices						
Student	s Feed	lback				-			
Student	Comp	olaints							
linternal	Audit								
Continu	ol Image		4						
Continu	ы шц	noveme	ent						
Other po	oints it	fany							
0									
2	K	1	S Signature	g.	adn	agono	+	*	
not chair	perso	n GRC	S Signature	of Princip	oal		13/	PIRIAN 1	li

Signature of Administrator



Mirmala College of Pharmacy

Minutes of GRCS Meeting

Document No: NCP/GRCS/02 Issue No: 18

Issue Date: 30 1 23

= 31 1 23	Time: გ-ტი <i>p</i> m	Venue: Viù-prinupal's cabio	
cipants			

for completion of action points previous meeting

A concern regarding are of mobile phones was raised by a final year behavior students. She/he has win the unstructions on how to use mobile phones with permission. No other issue were raised through revauce box, ERP or email.

Complaints

Signature of chairperson GRCS



wirmala College of Pharmacy

Attendance of Meeting

Document No: NCP/GRCS/03 Issue No: 18 Issue Date: 30/1/2023

ATT	ENDANCE LIST	
Name	Designation	Signature
Dr. Deepa Jose	Chair person	deppe
Elsena Jose	Secretary	Eura
Dona Maria Jetto	Secretary Secretary - College Coenoral Secretary - College	Chmato
Aneeta Vinobi	Collège Union	Antla
22 - Pooja Shajan	College Union	GOLD
	1	0,

of chairperson GRCS



	Notice fo	r monthly Meet	ing of GRCS
2015 Doc	ument No: NP/GRCS/	Issue No: 19	Issue Date: 28 2 23
-1.1	Time: 1.30 pm	Venue:	With which of his
1 23 ints	Time: 4 50 pm	Vollage	Vice principal Cabin
	completion of action po		eting
Address of	new complaints received	d	
Work Envir	ronment		
Teaching			
Student Sup	pport Services		
Students Fe	edhack		
Student Con	mplaints		
Internal Au	dit		
Continual I	mprovement		
Other point	es if any		
1 0	11.		
9-7	rson GRCS Signatu		f. & admonto

Signature of Administrator



Nirmala College of Pharmacy

Minutes of GRCS Meeting

Issue Date: 28/2/23 Document No: NCP/GRCS/02 Issue No: /9 9001:2015

== 28/2/23	Time: 1-30 pm	Venue: Vice principal's cabin	
rticipants		•	

for completion of action points previous meeting

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

mts Complaints

Signature of chairperson GRCS



P. Radone rato Signature of principal

Mirmala College of Pharmacy

Attendance of Meeting

Document No: NCP/GRCS/03 Issue No: 19 Issue Date: 28/2/23

A	ATTENDANCE LIST	
Name	Designation	Signature
Deepa Jose	Chair person	of pr
Despa Jose - Elseena Jose - Dona Maria Jetto - Ancota Vinobi	Chair person Secretary SSGP College Union	Queva
Dona Maria Jeto	3SGP U	Upmake
- Aneota Vinobi	College Union	Duty.
	- O	

meture of chairperson GRCS



			Notice for	r monthly Meetii	ng of GRCS		·
H:	2015	Docu	iment No: NP/GRCS/	Issue No: 2€	Issue Date: <i>②</i> 子	3 2023	
					.,		
25	3 20	23	Time: 11.00 ans	Venue: √	ice principal	's cabin	
ga	nts						
	Reviev	v for o	completion of action po	ints previous meet	ing		
			new complaints received				
				-			
	Work	Envir	onment				
	Teachi	ing	_			-	
	Studen	ot Sun	nort Services				
	Studen	n Sup	port Services				
	Studer	nts Fe	edback				
	Studer	nt Cor	mplaints				
		1 4	1.,				
	Interna	al Auc	31 t		The state of the s		
	Contir	nual Ir	nprovement				
	Other	points	s if any Review	meeting			
				8			
		-1	v p	"Dechto	COLLEGE		
une	of cha	airper	son GRCS Signatu	"I wanto re of Principal	4	121	
_					/ Muvattupuzh		

Signature of Administrator

Immala College of Pharmacy

Minutes of GRCS Meeting

2015 Document No: NCP/GRCS/02 Issue No: 20 Issue Date: 28/3/2023

3 2023	Time:	11.00	aro	Venue: Vice	principals	Caloip	٦
ants	=				, , , ,		┨

completion of action points previous meeting

A meeting was conducted in vice principal's stir. It was a normal monthly meeting. No vivances were received.

Complaints

a pm

mature of chairperson GRCS



f. Soches
Signature of principal

Mirmala College of Pharmacy

Attendance of Meeting

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

ATT	ENDANCE LIST	
Name	Designation	Signature
A-D6. Deepa Jose	Chair person Secretary SSGIP Union - Chairperson	from
Elseena Jose	Secretary	Eseene
- Flowerlet Mathew	SSGIP	Elm
Anceta Viñobi	Union - Chairpuson	Sulte.
	,	

mature of chairperson GRCS

Muvattupuzha Ernakulam Dist. Kerala

		or monthly Meet	
5	Document No: NP/GRCS/	Issue No: 2 /	Issue Date: 26/4/2023
1202	3 Time: /2.00pm	Venue:	Vice principal Cale
iew f	for completion of action po	oints previous meet	ing
lress	of new complaints received	d	
rk En	vironment		
aching	5		-
udent S	Support Services		
	,		Secretaries of
udents	Feedback		
udent (Complaints		http://www.mid
iemal A	Audit		
ntinua	l Improvement		
THE PLANT	ints if any		

Chairperson GRCS

Signature of Principal

Signature of Administrator



wirmala College of Pharmacy

Minutes of GRCS Meeting

| Issue Date: 26 4 たん23

Venue: Mici principal Cabin

Review meeting was conducted. A feedleach about Review meeting was conducted. A feedleach about sues facilities such as cleaning desks and benches shooms, awaitabilities of handwash is washrooms, benches as hooms, avaitabilities of handwash is washrooms, washrooms, benches as ele Also planting new trees around codeg was also suggested. It was communicated was also suggested to the communicated authorities.

Complaints

mature of chairperson GRCS



wirmala College of Pharmacy

Attendance of Meeting

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

AT	TENDANCE LIST	
Name	Designation	Signature
Deepa Jose	Chair person Serreláey SSG1P Union Chairperson	& pm
Elseena Jose	Sexrelácy	Esuna
Floweslet Mathew	85GP	Blu- NL
- Anesta Vinobi	Union Chairperson	Sula
	_	*
	LEGE	

mature of chairperson GRCS

Muvattupuzha Ernakulam Dist. Kerala

Kirmala (Colle	ge of Pharmacy					
		Notice fo	r monthly Me	eting o	f GRCS		
WH:2015	Docu	ment No: NP/GRCS/	Issue No: నిన	Iss	ue Date: 20/5/2	2023	
					· · · · · · · · · · · · · · · · · · ·		
-11.		[_					-
35 200	3	Time: // 60 am	Venue:	VICE	puis cipal	Cabin	
Revieu	for c	ompletion of action po	into proviono				
				eeting			
Muules	S 01 110	ew complaints received	1				
Work I	Enviro	nment					
Teachin	ng				-		
		C					
saudeni	Supp	ort Services			and dealer states at		
Student	s Feed	dback					
Student	Com	plaints					
Internal	Andi	ť					
Continu	ıal Im	provement		Terrando de la constante de la			
Other p	oints i	fany		[
0							
de	-K	R.	a alide		COLLEG	E	
af chair	rperso	on GRCS Signature	of Principal		3 Murau	10	
					Emakulam Kerala	Dist. ARMA	

Signature of Administrator

wirmala College of Pharmacy

Minutes of GRCS Meeting

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

= 31/	5/2023	Time:	11-00 aro	Venue:	vice	pris cipal	cabin	
cipant	ts					-		

to completion of action points previous meeting

There were no new complaints received through the services as the authorities.

Complaints

mature of chairperson GRCS



Nirmala College of Pharmacy

Attendance of Meeting

Document No: NCP/GRCS/03 Issue No:ん

Issue Date: 31 5 2023

ATTENDANCE LIST				
Name	Designation	Signature		
and Dr. Deepa Jose	Chair person	fr ope		
Skeena Jose	Secretary	Sound		
Us. Howelet mathew	Chair person Se cretary SSGIP	Blue		
Ls. Howelet Mathew Pooja Shajan	Union councelor			
· O				
		,		
	COLLEGE			
Q e AA	Muvattupuzha PH AR			

mature of chairperson GRCS

GIRIEVANCE CELL REGISTER/



NIRMALA COLLEGE OF PHARMACY MUVATTUPUZHA, 686661

NCP DOCUMENTAL	
NCP DOCUMENT NO: NCP/D/GRCS-ST/003A	_
FILE PERTAINIG TO: NBA PAIC NAAC OTHE	R
NBA CATEGORY: P - FILE NO: I - FILE NO: C - FILE NO:	
NAAC FILE NO:	_
OTHERS: STOTUTURY,	_

	9
	J
Sal o	Southard Resemb Reverse our grapes the
	Constitute DOM
	Proceeding the major on wholeseld
	as combined think is a first was the through This death
8 N 3	Consport Mermit by Ann Corney it at of
	their of complaint they are doubt
	Shop taken by Consister
(Academic Year
1113	2018 - 2019
danne	to larget and deriving
	tends .
	Information processing
to	The sindownahare were passed
	should through women wit.
idi	Eronne: Students were solilar with the
	Sonatur.
	Their feel the
-6	
1.1	tive a tarrery of the shirt
	Evine developer the
	eg- diameter
	Moring of Landauther The

10				
Grieva	uce Reg No: 616-1	8-001		
,			proper dis	posa
Complai	nt Received on: 10/8	2018	Shedents	
Complai	nt given by : 3th	Shaji Georg	e Head of	the
Туре с	int Received: Pro- Sourient Received on: 10/8 nt given by: 3 m wit Received by:	iènic facility		
Steps	taken by Committee	Tr.		
	Committee	Discussed	the matter	, ii
women	Committee , cell. They are un'alor for	proper o	hisposal of	sa
perds.				
enfors	ration prouss	ing	ins pass	out
stude	ration process a The rings its through	women ul	'.	
Respon	-1 1 1	era salisfu	I with the	ac
Signatu		ii ar		
J	Shaji George	Tickstons	JARMACI	
Shad	ent Representativ	vis	vatupuzha Askilam Dist.	*
0 70101			NAME OF THE PERSON OF THE PERS	ith *
	Thansecha	A.D.		1
		all all all		
	Rimna Pareek Thansecha Army Thank	achoin IIII.		

	11
	11
	Grievance Reg No: GL-18-002
5.1	Complaint Received Complaint Regarding the ho
	Complaint Decerved on 17/
	Complaint given hu : 1110/2018
	Complaint Deceived on 17/10/2018 Complaint given by 11/10/2018 Complaint Received by: Shaji George, head of
	Type of complaint: Food the committee
	Steps taken by committee
	Committee Discussed the matter w
	prinupal and administrator along with he
_	wander. They assured that quality of
	prinupal and administrator along with he warden. They assured that quality of be will be improved.
	information processing
	The information was passed on to students Besponse: Students were satisfied
	Response: Students were satisfied
	Signature
	Shaif Greorge Will GE OF AHA
	Student Represtatives (Superingular Dist.)
	Amer.
	Dadri.
	Paga Slain.
_	Togu Shirem

	Grievance Reg No: 96-18-003
	Complaint Received: College facility of Cleaning
	Complaint Received: College facility of Cleaning Complaint Received on: 29/4/2019 Complaint Received by: Shaji Gronge, Head of the Committee
	Type of Complaint : Creneral Complaint given by : Anonimous
	Complaint given by : Anonimous Steps taken by Committee
	Carteen facility will be improved
	house beeping committee
	Signature Stail Granes a Wall of
	Signature: Shaji George Walton
	1700 x
	Tell A
-/	

	13
	The second secon
	company to court on supplemen
the Ward	
	Complaint Be count by Select Principal
	"Logs token by two with E
4.5	What have been a short for
	1 20 PA
N 6 62 61	Academic Year
Ver	Academic Year
	2019 - 2020
	2019- 2020
1 26 2	Steare H. A. P. To SHOW DEAT
	commence were applications of the
11 1 16	Personne Tuberte vara Faterliebered
	Paramer The New to with a state of the state of
	and the state of t
	and the second second
	The second secon

(04)	evance Reg No: 65C-19-001
Oma	EVANCE MEG TVO. O.C.
Com	plaint Received on : 26/11/2019 plaint Received : Industrial Visit plaint Criven by : 4th year B. pharm pplaint Received by : Shaji Grenige e Head of Committee
Con	plant Beceived : Industrial Visit
Com,	plaint Criven by : 4th year B. pharm
Con	plaint Received by Shaji George Head of
Types	of complaint : A cademie
Step	of compaint : A cademie 5 taken by Committee.
1	
, ,	latter Discussed with class leacher,
Stuc	dent a staff welfare committee and it
deu	ded that students will be falser conducted at Manyay next month.
170	conducted at manifes men from
In las	makin Paracessine
Mor	The intermedian was conveyed to
alid	nt in a superior
Resi	some Shedents were satisfied with The
,,,,	action
Sinna	hore . Shair Grevinge Angil 14
J	The information was conveyed to the sonse: Shedents were satisfied with the action here: Shaji Grevige frais 2011
Studi	Into signalure Johnson Johnson
	Johnson Johnson
	Vishmi Corovind Vishmu Melgi Delgi
	Melgi Welgi
	OF
	* * * * * * * * * * * * * * * * * * *
	13 3 2 4
	Toy -

	Carin
0.391.1	Complaint Received: Complaint Received about
	Complaint Received . Complaint Received about
16	the heckie class hours, not
The said	
where	Complaint Received on library hours, etc
	Complaint Received on : 21/2/2020
then	Complaint Given by : Anonimous (student)
	receive by . Dr. Shaff George
	the and all the Comment
- A.	Types of complaint : Heademic
	Steps taken by Committee:
14/10/	if the elle contrac charges ! Discoursed I
1041	Discussed the natter with ARC
1 1	and ectra curricular committee and
0.5	they suggestil to I monthle and
	they suggestied to have a harmeny hour for students atteast 2 hours/month Also allocate few library hours also.
	Also alleged - suders afters 2 hours month
	the anseare few restary hours also.
	Information processing
	The information was
1	intimalest to the classteachers to dixin.
41000	encicule if possible.
THE YES	Signature : Da Shaji Greorge Phone
	28 2/2
charge	shi have see
d hail	t send to
2223.00	1251 GIVEN
	30 32
	Z (Fmakulam Dist)
	Karale
	The state of the s
	The state of the s
	TA STAND AND A TANDAR OF THE STANDARD OF THE S
	Line Martin
	The state of the s
	in the said the

Class leachers	Instructed to restrict
Les en - Englishers	Instructed to restrict
	The state of the s
4) Students are losing	started conducting
Consult assist con	orhine viva sessions
(parents raised concerns during online PTA)	need special care
0	

Signature Shaji Greonge Maje



Jaga	Cossevance Reg: 616-20-002
15 0	1: 1 h 11 1 12/2/2020
jalla	Complaint given by - pt gen students
in the	Complaint Received by : Do-Shaji George Head of the Committee
16.5	Type of Complaint : Hygiene
	Sléps takes by Connettee
	Committee piscursed the matter of
	authority and got assurance that there is not be any tack of hand washes in w
	Imponnation processing
	The information eased to the
	through representatives
	The information passed to the standard representatives Response: Students Were salisfied
	Sgralure Shaji George Maji 20/2/2020
	0 292/2022
	Student Representatives
	Asna Mythees Asna
	Albia K-A Allie James
	THINING OF PHA
	Se S
	The state of the s
	SIN *

The principal Nismals College of pharmacy

From the year Students

Respected Sir,

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

Thank You.

7/1/2017



To the principal

From

Hostel students (gw/s)

Subject : Hodel facility

Dear Sir,

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

15/02/2018 Muvattupuzha



F910m,
300d year Biphoom students
Minurala College of pharmacy
muvattapuzha

To,
The Prencipal
Nirmala college of phormary
muvathepuzha

Respected six

I am writing this letter to requesting the attention negarding the proper disposal of mark samp sanitory pads. So I humbly occursting to Jin an insinerator for proper disposal.

10-8-2018



yours faithfully

Request letter

To The Principal,

From

300 pharm D students

Subject Hodel Good

Date : 17/10/2018

Respected Sir,

We brings to your kind notice that the Good provided in the Rostel are not up to the standard many days. 80 a we are not able to have Good everyday. We nequest Deedfal

Spowis faithfully 3rd glean phasm D students



I am a dudent of this college and I count 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 thong with tea and coffee, we want cooldrinks, its creams, shakes etc. As a please arrange different coloured pens and pencils in the canteer. Here more desks and thairs can be put in the

In the model pharmay there is somuch dust Please ask someone to clean it property.

The pond with fisherroan infront of the grate also can be cleaned. We get a good grunney en the dront with fresh water ponds.

Hope to will be taken sear seriously.

29 April 2019

From 4-th year B-phasm

Respected sir,

you to allow us to go for an industrial risit for 10-15 days. As the college quidelines mention about an industriall visit for final years it is the correct time to think of it. No one is showing intrest in this matter we thought to put this letter in the box.

26-11-2019

Hopefully
4-th year
B-pharm



From,

A student

Hirmda college of tharmacy

To,

The Principal Nimala college of Pharmacy.

Respected Sir,

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

Your faithfully

Mwatthpuzha

. 21 Feb 2000



Respected Sir,

Gou to avange hand wash in all washow for our use during this co-rona time.

Since more students one there it will be over by the time we reach after lunch we regulat you to do the needful

rspleozo



From Ith Sen Bphaim.

The Principal.

Nimala College of Phousmany.

Respected Sir,

Please grant permission to the Ithsen students

to use mobile phones in campus for their own

for project. Please consider the hostellers to

bring it to campus.

Deus ien l'alen by Parinipal Octobros tees and disciplinary of tolsows Ref No pated 03/11/2022

Thanking You
Thosens Behavens





Nirmala College of Pharmacy

Corrective Action Record

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

No.	Date	Name of student	Reference Number	Corrective Action	Signature of GRCS Secretory
ı	6 1 22	Hostel studat	GRAU GICIL 1944 CT-06	A common main door was fixed for the wash area infer the entrance floor washroo in the guile hastel	7
1					

Signature	of	chairperson	GRCS

Signature of principal

Signature of Administrator

COLLEGE OF Muvattupuzha Ernakulam Dist. Kerala

Goievience Redoessal Coll, Nirmala Collège of pharmacy, Mipa, Kesala 30 06 2022 Respected Authorities, this is to bring to your land notice, that we request the cell to consider the request of friend à mais door for the entrance floor please nonsider d.

Yours faithfully Hosteles





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 Secretory
4.	4/12/2	8th Ben. Shidesh	CT-04	Chair vance received regarding the non-arching to clause soon for 8th Ben Elbelet - An arching clause woon to the all furnitions is made ready to new building near ouch tomus for 8th Beneiles studesty. From 7/12/21	Den
S	4112121	849 Sen	CT- 05	Request regarding industrial visit. Ousper the instructions from govt. cb Kesela, in eas't be conducted in educational instruction with a first then notice in resuled by govt, considering covid pondami, However college of the read to send the student for in based on the instruction form you!. or well as concern form the industry for the same.	Deur

S	i	aı	าล	tur	·e	of	C	ha	ir	pe	rs	on	G	R	C	S
•		9			•	•	•			~		•	_		•	-

A COLLEGE

Signature of principal

P. Ladul

From 8th Sern B. Pharm Nirmala College of Pharmacy

26th November 2021

The principal

Nirmala College of Pharmacy

subject: Request for industrial visit for 8th sem.

Respected Sir,

This letter is to kindly drag your attention to the fact that we the 2017-21 batch (Final year) have not gone for a proper 1.v. Its also mentioned in the curriculus that we must attend 4 in during ones course period. Also industrial visits are would be a great selif from the academic stress. So we kindly Also all our sensor batches have secieved I week (7-10 days) industrial visits. We one expectings a positive response from own management.

Yours faithfully

8th Sem Students.

Muvattupuzha Emakulam Dist. Kerala

Kerala

MAHIN TM Class Representative (on bellholf of 8th sem students)

From;

8th Semester B. phovim Studento

Jo;

The Administratore

Nirmala college of Pharmay.

Respected sin;

use the students of 8th semester B. pharms have a so humble request to wounds the college ordination to conduct the theory classes through ordine plat posine & give us a promine to choose the required ones Shidents to attend the classes far project work & according to their subject/project requirement. Since, eve don't have a classroom so 2 of the 4 subjects are being electure, it will be conservent if the theory Classes are conducted online. This is a kind request from our side. Hoping far a ruply



You's 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.		

Chairman CDCS 20/10/2

Approved by

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 Secretory
1.	11/8/21	First Som B. Phasm Day Scholass.	CT. OI	Appointed two faculty members to lodge this complaint in RTO office in MUPA, where the discussed with MVI and enquirosed this with bus owners, it instructed then to provide concession to the stretch and he also informed to renain the Stratest to keep their id coud and concurring and life bus owners seture to give the concession, the bus now best sould about men has to suppost but RTO through alleger	
2.	11/10/21	cusknown Foun Gorevance box	C T: 02	4th saturday leave seinstitution: A circular way released by principal, Justifying the season for keeping 4th saturdar working. Circular No. 001/GRI/2021, copy attached.	
3、	71/10/21	un konon From Gravena	CT · 03	Regarding confi-issue inside the campus:- A circular was released by prancipal infimating that coi-fi can be enabled in student laptop on segment. Circular No.001/GRI/2021 Copy attached	

COLLEGEOR

Kerala

S	igna	ture	of c	hairp	oerso	n Gi	RCS

M

CT: 02 Subject: 4th Saturday leave reinstitution Earlier we had leave on 9th Sahuday but morder to Compensate for the both claw due to the flood (2019) 4th Sahuday were enstituted as wolling days. Kindly eenshhite 4m sahuday Ceave

CT: 03

A viti campus, leut mer une students au not alle to access witi



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.0312 D21

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.

A William Bay & Co. William Ba

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

Maning AVI > 974726 9768

Murchipush