



Geethanjali

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Geethanjali College of Pharmacy

Approved by AICTE, PCI New Delhi, Permanently Affiliated to JNTUH
Cheeryal (V), Keesara (M), Medchal-Malkajgiri Dist., Telangana State- 501301

POLICY DOCUMENT

As a part of Grievance Redressal Mechanism, Grievance & Redressal Committee (GRC) has been formed in Geethanjali College of Pharmacy to settle genuine grievances of students, staff and parents up to a satisfaction level so as to create a healthy relationship among the students, parent's employees and employer.

Apart from Grievance Redressal Committee, anti-ragging committees and Women welfare / sexual harassment eradication/ Women protection cell are constituted to address grievances specifically relating to ragging and sexual harassment respectively.

Mechanism for Redressal of Grievances for the students and staff

1. An aggrieved student who has the Grievance or Grievances at the programme level shall make an application first to the programme coordinator.
2. The programme coordinator, after verifying the facts, will try to redress the grievance within a responsible time, preferably within a week of the receipt of application of the student.
3. The Head of Institute, after verifying the facts after discussion with the chairman of college shall pass appropriate order in the best possible manner within a reasonable time.

Rules

1. To deals with all the genuine grievances of students and staff of the college.
2. All complaints should file their grievances either by writing in paper to the committee or by online on the website of the college.
3. The committee will meet at least once in a month to resolve the grievances.
4. To take conclusive decision and submit its recommendations to the deciding authority for removal of alleged grievances, the student/staff shall bring up his grievance in a prescribe format immediately to the grievance cell without fail.
5. The number of grievances settled or pending will be report to the Principal/ Director in every month.




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Sponsored by TEJA EDUCATIONAL SOCIETY, HYDERABAD

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As per the Clause 5 of the above Regulation made by the AICTE, a registry has been established to record the grievances of students, their parents and others, headed by a staff member to receive the grievances of aggrieved students, parents and others and to submit their representations to the Committee for Redressal of their grievance.

Aggrieved students, parents and others may submit their representations to Mr. M. Naga Ganesh, In-charge to receive and record in the Registry.

The detailed information regarding the constitution of Grievance Redressal Committee, of its members' names, addresses etc., have been put on all Notice Boards for wide publicity. The kinds of grievances under AICTE (Establishment of Mechanism for Grievance Redressal) Regulations, 2012 have also been circulated among all students and also displayed on all Notice Boards.

Grievances under the Clause 1 of Section 23 of the All India Council for Technical Education:

1. Making admission contrary to merit determined in accordance with the declared admission policy of the institute;
2. Irregularity in the admission process adopted by the institute;
3. Refusing admission in accordance with the declared admission policy of the institute;
4. Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue;
5. Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
6. Breach of the policy for reservation in admission as may be applicable;



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7. Complaints of alleged discrimination by students from Scheduled Caste, Scheduled Tribes, OBC, Women, Minority or Disabled categories;
8. Non payment or delay in payment of scholarships to any students that such institution is committed, under the conditions imposed by AICTE, or by any other authority;
9. Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
10. On provision of student amenities as may have been promised or required to be provided by the institution;
11. Denial of quality education as promised at the time of admission or required to be provided;
12. Non transparent or unfair evaluation practices;
13. Harassment and victimization of students' including sexual harassment; and
14. Refund of fees on withdrawal of admissions as per the AICTE instructions from time to time.

All aggrieved students, their parents and others may henceforth approach to the Grievance Redressal Committee of the institution for the first instance. If they are not satisfied with the decision of the Grievance Redressal Committee, they may send their appeals to the OMBUDSMAN appointed by the Jawaharlal Nehru Technological University, Hyderabad to hear those grievances and ensure its disposal within one month of the receipt for speedy redress of grievances.

The committee shall comply with the regulations of the AICTE being made from time to time.



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