






GRIEVANCE REDRESSAL POLICY

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Prepared by	Verified By	Approved By

PRINCIPAL
NARAYANA PHARMACY COLLEGE
NELLORE - 524 002.



Objective:

- The Grievance Redressal Committee at Narayana Pharmacy College, Nellore, provides a formal platform for students to express their concerns, complaints, or grievances related to academic, administrative, or personal issues.
- The committee aims to ensure that all students receive fair, impartial, and timely resolutions, regardless of their background or status within the institution.

Functions of the Committee:

- The committee receives and investigates grievances from students, ensuring all necessary information is collected to understand and resolve the issue.
- The committee strives to resolve complaints effectively, promoting a harmonious and transparent campus environment.

Responsibilities:

- **Academic Issues:**
 - Address grievances related to grading, including incorrect or subjective evaluation practices.
 - Resolve complaints concerning exam scheduling, conduct, invigilation, or examination irregularities.
 - Handle attendance-related grievances, such as discrepancies or unfair penalties for absences.
 - Deal with concerns related to the quality of teaching, curriculum relevance, or delivery methods.
 - Address complaints regarding assignment or project evaluation, including marking criteria or lack of feedback.





- **Appeal Mechanism:**
 - If a student is dissatisfied with the resolution, they may escalate the issue to a higher authority or an appellate body within the institution for further review.

- **Training and Awareness:**
 - Conduct training sessions or awareness programs for students, faculty, and staff to ensure they understand the grievance redressal policy, their rights, and their responsibilities.

- **Record Keeping:**
 - Maintain thorough records of all grievances filed, actions taken, and outcomes achieved. This ensures transparency, helps monitor trends, and supports compliance with legal requirements.

- **Review and Feedback:**
 - Periodically review the grievance redressal policy to identify gaps and areas for improvement. Incorporate feedback from students and staff to enhance the effectiveness of grievance handling.





Standard Operating Procedure (SOP)

1. Initial Grievance Submission:

- A student or parent who wishes to file a grievance should first bring the issue to the attention of the Head of the respective department, office, or institute. The Head will try to resolve the grievance within **7 working days** of receipt.

2. Escalation to the Grievance Redressal Committee (GRC):

- If there is no response within the stipulated time, or if the complainant is dissatisfied with the resolution, the grievance can be submitted to the **Grievance Redressal Committee (GRC)** of Narayana Pharmacy College, Nellore.

3. Follow-Up:

- Depending on the seriousness of the grievance, the GRC will follow up regularly until the matter is resolved. Reminders may be sent to ensure the timely resolution of all grievances.

4. Grievance Hearing:

- The GRC will schedule a hearing and notify both the grievant and the concerned department via email. If additional information is needed, the committee may request it from the relevant parties before concluding the hearing. The hearing will remain open until all necessary documents are submitted.

5. Grievance Against the Head of Department/Institute:

- If the grievance involves the Head of the department or institute, the complainant can submit the grievance directly to the Grievance Redressal Committee via email or in person at the Grievance Redressal Office.

This policy ensures that students at Narayana Pharmacy College, Nellore, are provided with a clear and accessible pathway to resolve their grievances in a fair, transparent, and timely manner.

