



NATIONAL COLLEGE OF PHARMACY

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Criterion 5	Student support and progression
Key Indicator: 5.1	Student support

Metric	Parameter
5.1.4	<p>The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases</p> <p>5. Annual report of the committee monitoring the activities and number of grievances redressed to prove timely redressal of the grievances.</p>



Srijithrarna
PRINCIPAL
National College of Pharmacy
Manassery, Kozhikode



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TO WHOMSOEVER IT MAY CONCERN

This is to certify that the information given in the attached documents are verified by me and is true to the best of my knowledge.

Dr. Sujith Varma.K **PRINCIPAL**
Principal National College of Pharmacy
Manassery, Kozhikode
National College of Pharmacy
Manassery, Mukkam, Kozhikode



PRINCIPAL
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18-09-2023

DECLARATION

This is to certify that there is no complaint received against Ragging and Sexual harassment for the academic years 2018-2019, 2019-2020, 2020-2021, 2021-2022, 2022-2023.



Srijitha
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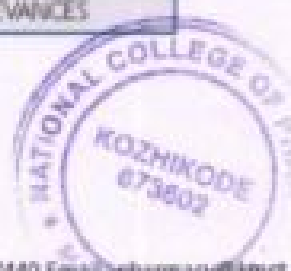
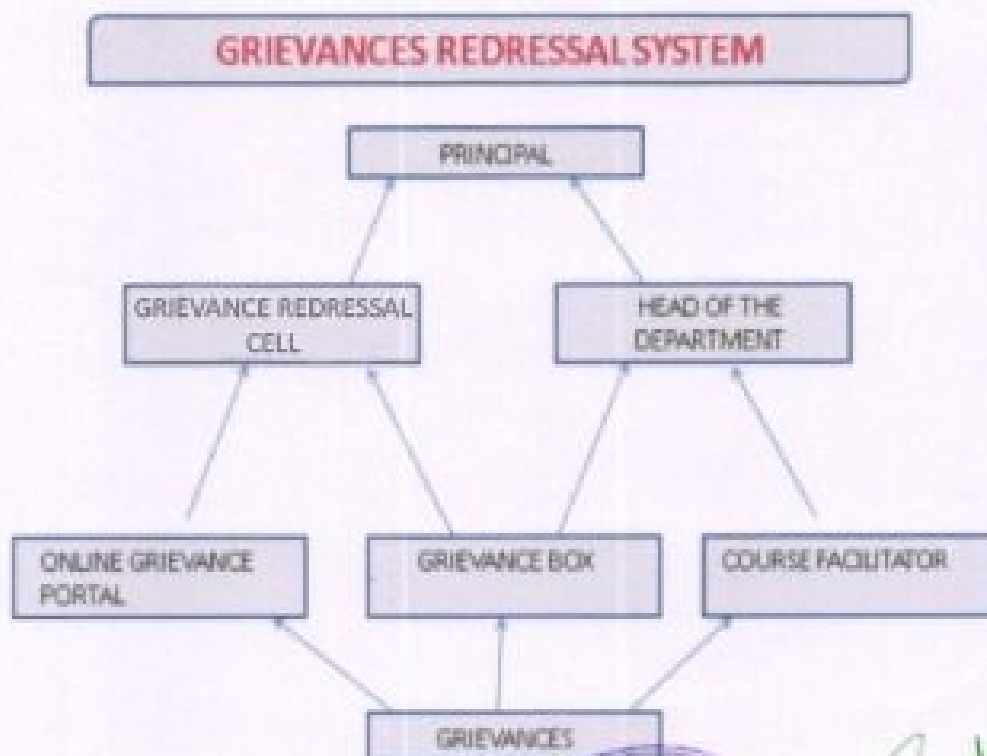
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3. GRIEVANCE REDRESSAL COMMITTEE

The National College of Pharmacy's Grievance Redressal Cell makes an effort to handle students' legitimate concerns and issues, no matter what they may be. The only purpose of the Grievance Redressal Cell's formation is to address any immediate issues that students may have. Students are completely allowed to make complaints about their academic or personal experiences. Students are urged to use the comment boxes located around campus to voice good ideas and complaints. Students are asked to remember that filing a complaint is significant, therefore they must exercise this power responsibly. The college also promises students that any complaints would be handled sensitively and in confidence once they are submitted.

This cell is responsible for upholding a fair, impartial, and consistent system for resolving the numerous problems that students may encounter to maintain complete secrecy so that students can approach the Grievance Redressal Cell without being concerned about any retaliatory action. The cell holds regular meetings and takes action to address the complaint.



Srijith Manoj

PRINCIPAL
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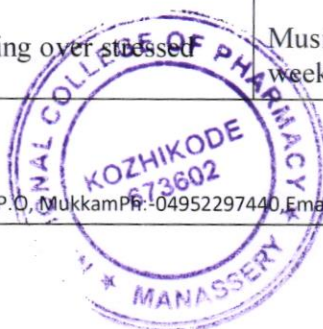


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The following grievances were received and appropriate actions were taken for the last five years.

MINOR GRIEVANCES RECEIVED	ACTION TAKEN
2022-2023 <ul style="list-style-type: none">Sufficient fan in class roomlock of girls toilet is not properWIFI speed related complaintsCollege bus timing related complaints among hostellers	provided more fans to each the class fixed a new lock to toilet WIFI speed enhanced bus timing schedule provided for each hostellers for each month
2021-2022 <ul style="list-style-type: none">insufficient bench in class roomcooler is not sufficient in examination hall blockWater related complaints (water tank cleaning)	provided more benches to each the class fixed a new cooler water tank cleaned in a proper way
2020-2021 <ul style="list-style-type: none">Reschedule after- noon session from two hours to one hourFee concession due to Covid 19Due to Lack of network, continuity of online class will be difficult	Rescheduled afternoon session from 2:00 PM to 3:00 PM. Duration to pay course fee is increased due to Covid 19 Teachers recorded their classes and uploaded in YouTube, link of the same provided in Google classroom
2019-2020 <ul style="list-style-type: none">Hostel food related complaintsStudents were getting over stressed due to academics	food menu changed Music and Dance classes were arranged once in a week



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<ul style="list-style-type: none">• Loss of focus on academics• Proper prayer room facility related complaints	<p>mentor mentee system was established</p> <p>Series of scheduled class test were conducted Psychological support provided</p> <p>Provided Prayer room with all facility</p>
<p>2018-2019</p> <ul style="list-style-type: none">• More Library books specific to the subjects taught need to be made available at the library• Insufficient Study tables at hostel• Students Vehicle Parking is insufficient.• Common room/sick for both genders	<p>More books on each subject were bought and made available.</p> <p>Tables were provided</p> <p>Students parking space arranged at back of the college</p> <p>Provided common/sick room for both genders with all facility</p>

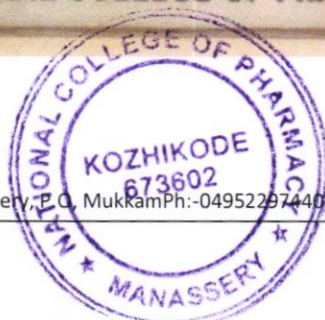
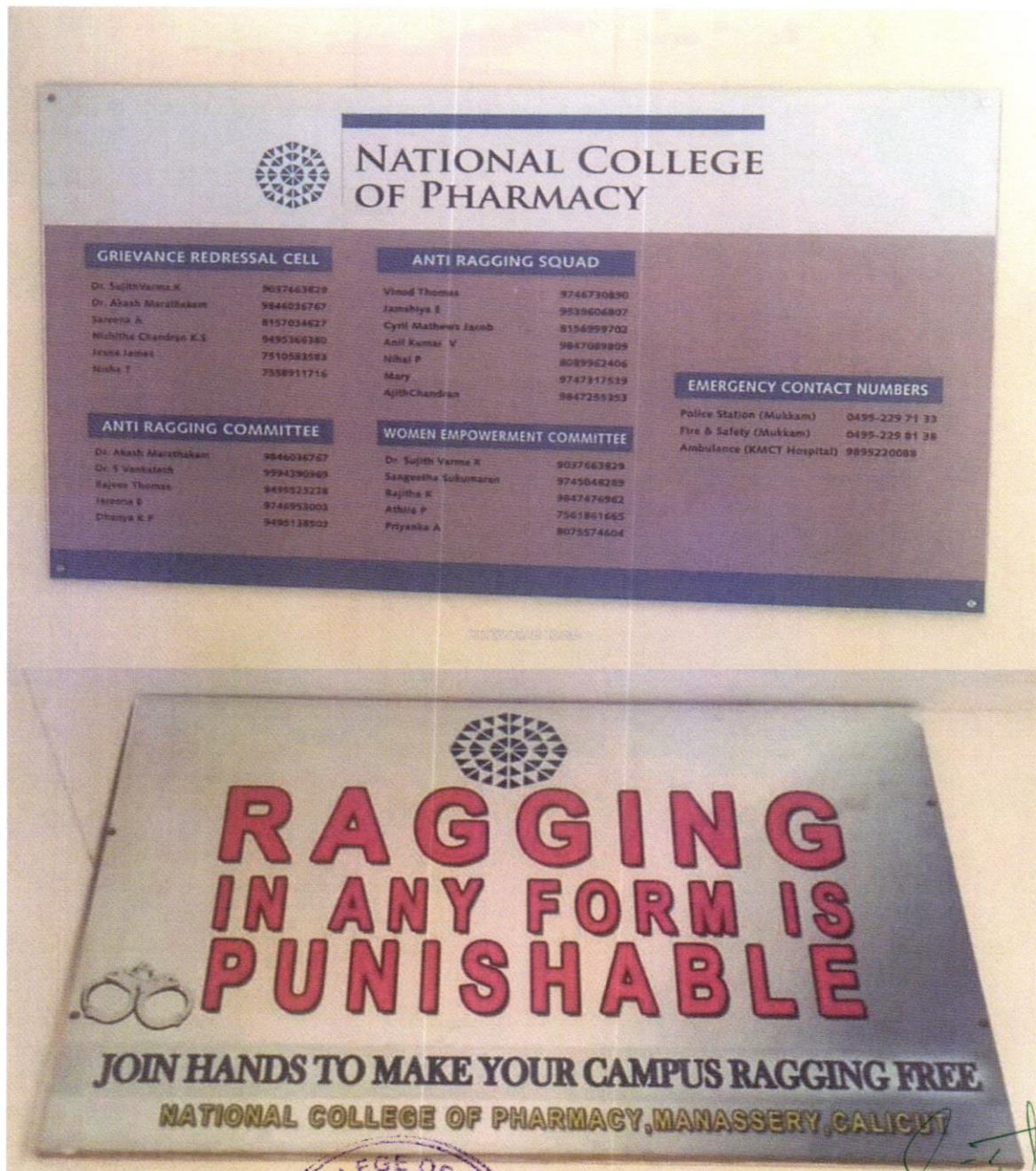


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Sujith Varma
PRINCIPAL
National College of Pharmacy

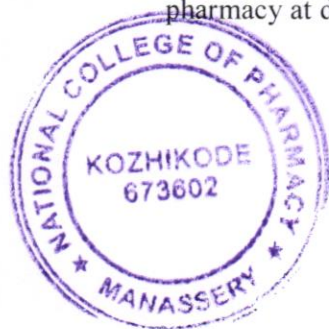


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Display board related to anti-ragging and committee members placed inside of national college pharmacy at different locations.



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Metric	Parameter
5.1.4	<p>The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases</p> <p>5. Annual report of the committee monitoring the activities and number of grievances redressed to prove timely redressal of the grievances.</p> <ul style="list-style-type: none">• Students Grievance redressal committee meeting



Srijithra

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CIRCULAR

This is to inform you that Students Grievances redressal committee meeting is convened on 08/06/2023 at 11 am at Seminar Hall. Your presence is expected

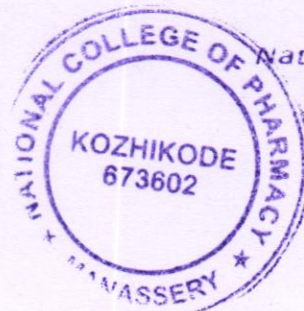
Thank You

Principal

05/06/2023

PRINCIPAL

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Minutes of the meeting

Name of Meeting: Students Grievance redressal committee meeting, No 10	Time: 11 am to 12 pm
Date: 08/06/2023	Venue: Seminar Hall

DETAILS OF TEAM MEMBERS

SL NO.	NAME	DESIGNATION	POSITION	SIGNATURE
1	Mrs. Jereena E	Associate Professor	Chairman	
2	Dr. Akash Marathakam	Professor & HOD Chemistry	Member	
3	Mrs. Sareena A	Assistant Professor	Member	
4.	Mrs. Nishitha Chandran	Associate Professor	Member	
5.	Mrs. Jesna Davis	Office Superintendent	Member	
6.	Mrs. Nisha	Lab technician	Member	

MEETING AGENDA

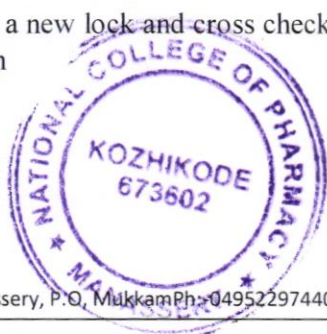
Discussion on the various complaints that were received from the students are

- No sufficient fan in class room
- Lock of girls toilet is not proper

DISCUSSION

Necessary action taken related to complaints are

- Decided to increase number of fans
- Decided to fix a new lock and cross check all the necessities provided in toilet are in good condition



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CONCLUSION

SL NO	CATEGORIES OF COMPLAINT	COMPLIANTS		NECESSARY ACTION TAKEN
		RECEIVED DATE	DETAILS	
1	Infrastructure and facility related	01/06/2023	lock of girls toilet is not proper	decided to fix a new lock
2		04/12/2022	no sufficient fan in class room	decided to increase number of fans in the class



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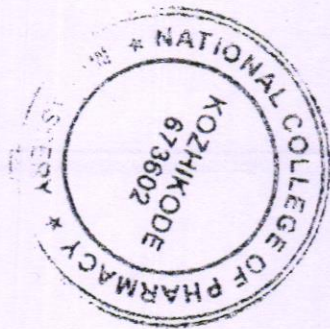
This is to inform you that Students Grievances redressal committee meeting is convened on 10/11/2022 at 11 am at Seminar Hall. Your presence is expected

Thank You

Principal

05/11/2022

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Sujithamma
PRINCIPAL
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Minutes of the meeting

Name of Meeting: Students Grievance redressal committee meeting, No 09	Time: 11 am to 12 pm
Date: 10/11/2022	Venue: Seminar Hall

DETAILS OF TEAM MEMBERS

SL NO.	NAME	DESIGNATION	POSITION	SIGNATURE
1	Mrs. Jereena E	Associate Professor	Chairman	
2	Dr. Akash Marathakam	Professor & HOD Chemistry	Member	
3	Mrs. Sareena A	Assistant Professor	Member	
4	Mrs. Nishitha Chandran	Associate Professor	Member	
5	Mrs. Jesna Davis	Office Superintendent	Member	
6	Mrs. Nisha	Lab technician	Member	

MEETING AGENDA

Discussion on the various complaints that were received from the students are

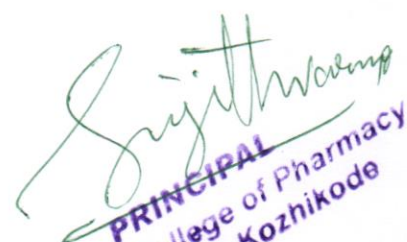
- WIFI speed related complaints
- College bus timing related complaints among hostelers

DISCUSSION

Necessary action taken related to complaints are

- WIFI speed enhanced
- Bus timing schedule provided for each hostellers for each month




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CONCLUSION

SL NO	CATEGORIES OF COMPLAINT	COMPLIANTS		NECESSARY ACTION TAKEN
		RECEIVED DATE	DETAILS	
1	Infrastructure and facility related	01/11/2022	WIFI speed related complaints	WIFI speed enhanced
2		14/12/2022	College bus timing related complaints among hostellers	Bus timing schedule provided for each hostellers for each month



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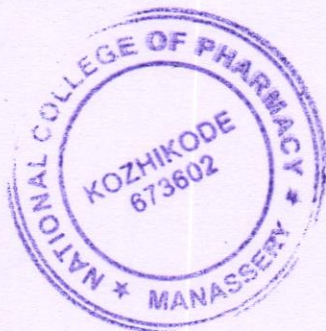
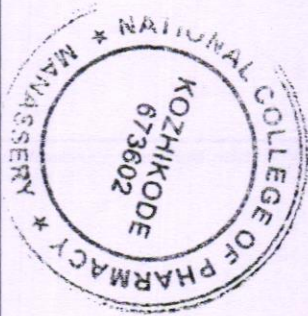
This is to inform you that Students Grievances redressal committee meeting is convened on 22/06/2022 at 11 am at Seminar Hall. Your presence is expected

Thank You

Sujithraama
Principal

18/06/2022

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Sujithraama
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Minutes of the meeting

Name of Meeting: Students Grievance redressal committee meeting, No 8	Time: 11 am to 12 pm
Date: 22/06/2022	Venue: Seminar Hall

DETAILS OF TEAM MEMBERS

SL NO.	NAME	DESIGNATION	POSITION	SIGNATURE
1	Mrs. Jereena E	Associate Professor	Chairman	
2	Dr. Akash Marathakam	Professor & HOD Chemistry	Member	
3	Mrs. Sareena A	Assistant Professor	Member	
4.	Mrs. Nishitha Chandran	Associate Professor	Member	
5.	Mrs. Jesna Davis	Office Superintendent	Member	
6.	Mrs. Nisha	Lab technician	Member	

MEETING AGENDA

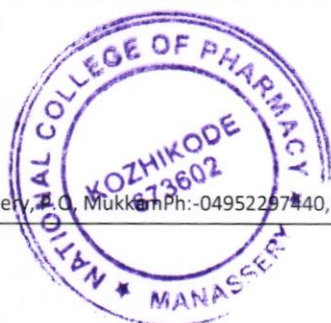
Discussion on the various complaints that were received from the students are

- Fan and light is not working in class rooms
- Lock of girls toilet is not proper

DISCUSSION

Necessary action taken related to complaints are

- Decided to make all fans and light in working condition
- Decided to fix a new lock and cross check all the necessities provided in toilet are in good condition



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CONCLUSION

SL NO	CATEGORIES OF COMPLAINT	COMPLIANTS		NECESSARY ACTION TAKEN
		RECEIVED DATE	DETAILS	
1	Infrastructure and facility related	15/06/2022	lock of girls toilet is not proper	fixed a new lock
2		19/06/2022	Fan and light is not working in class rooms	Made fans and light in working condition



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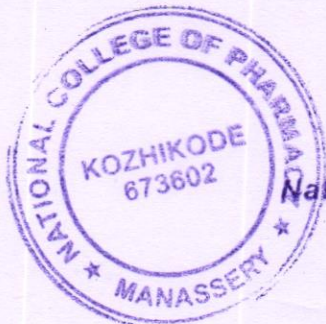
This is to inform you that Students Grievances redressal committee meeting is convened on 15/11/2021 at 11 am at Seminar Hall. Your presence is expected

Thank You

Principal

12/11/2021

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Minutes of the meeting

Name of Meeting: Students Grievance redressal committee meeting, No 7	Time: 11 am to 12 pm
Date: 15/11/2021	Venue: Seminar Hall

DETAILS OF TEAM MEMBERS

SL NO.	NAME	DESIGNATION	POSITION	SIGNATURE
1	Mrs. Jereena E	Assistant Professor	Chairman	
2	Dr. Akash Marathakam	Professor & HOD Pharmaceutical Chemistry	Member	
3	Mrs. Sareena A	Assistant Professor	Member	
4	Mrs. Nishitha Chandran	Associate Professor	Member	
5	Mrs. Jesna Davis	Office Superintendent	Member	
6	Mrs. Nisha	Lab technician	Member	

MEETING AGENDA

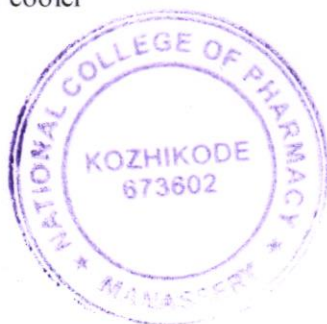
Discussion on the various complaints that were received from the students are

- Insufficient bench in class room
- Cooler is not sufficient in examination hall block

DISCUSSION

Necessary action taken related to complaints are

- Decided to provide more benches to each the class
- Decided to fix a new cooler



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CONCLUSION

SL NO	CATEGORIES OF COMPLAINT	COMPLIANTS		NECESSARY ACTION TAKEN
		RECEIVED DATE	DETAILS	
1	Infrastructure and facility related	10/11/2021	Insufficient bench in class room	provided more benches to each the class
2		05/07/2021	Cooler is not sufficient in examination hall block	fixed a new cooler




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This is to inform you that Students Grievances redressal committee meeting is convened on 25/06/2021 at 11 am at Seminar Hall. Your presence is expected

Thank You

Principal

22/06/2021

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Minutes of the meeting

Name of Meeting: Students Grievance redressal committee meeting, No 6	Time: 11am to 12 pm
Date: 25/06/2021	Venue: Seminar Hall

DETAILS OF TEAM MEMBERS

SL NO.	NAME	DESIGNATION	POSITION	SIGNATURE
1	Mrs. Jereena E	Assistant Professor	Chairman	
2	Dr. Akash Marathakam	Professor & HOD Pharmaceutical Chemistry	Member	
3	Mrs. Sareena A	Assistant Professor	Member	
4.	Mrs. Nishitha Chandran	Associate Professor	Member	
5.	Mrs. Jesna Davis	Office Superintendent	Member	
6.	Mrs. Nisha	Lab technician	Member	

MEETING AGENDA

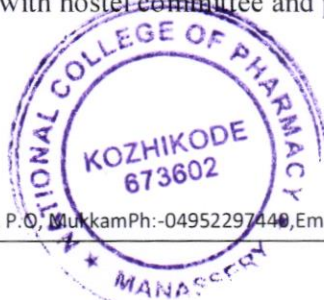
Discussion on the various complaints that were received from the students are

- Water related complaints (water tank cleaning)
- Hostel food related complaints

DISCUSSION

Necessary action taken related to complaints are

- Decided to clean Water tank in a proper way
- Decided to covey with hostel committee and plan to change Food menu according to students plan



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CONCLUSION

SL NO	CATEGORIES OF COMPLAINT	COMPLIANTS		NECESSARY ACTION TAKEN
		RECEIVED DATE	DETAILS	
1	Infrastructure and facility related	01/06/2021	Water related complaints (water tank cleaning)	Water tank cleaned in a proper way
2		10/03/2021	Hostel food related complaints	Decided to discuss with hostel committee to take necessary action about Food menu



S. Jithu
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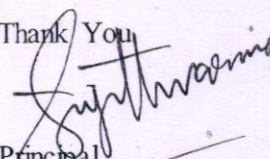
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This is to inform you that Students Grievances redressal committee meeting is convened on 19/08/2020 at 11 am at Seminar Hall. Your presence is expected

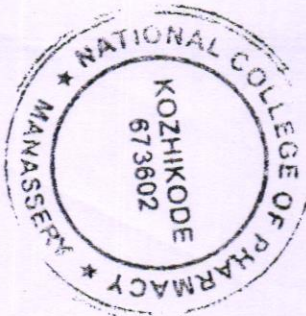
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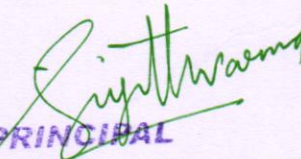

Principal

17/08/2020

PRINCIPAL

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Minutes of the meeting

Name of Meeting: Students Grievance redressal committee meeting, No 5	Time: 11 am to 12 pm
Date: 19/08/2020	Venue: Seminar Hall

DETAILS OF TEAM MEMBERS

SL NO.	NAME	DESIGNATION	POSITION	SIGNATURE
1	Mrs. Jereena E	Assistant Professor	Chairman	
2	Dr. Akash Marathakam	Professor & HOD Pharmaceutical Chemistry	Member	
3	Dr. Sujith Varma	Professor & HOD Pharmaceutics	Member	
4.	Mrs. Sareena A	Assistant Professor	Member	
5.	Mrs. Jesna Davis	Office Superintendent	Member	
6.	Mrs. Nisha	Lab technician	Member	

MEETING AGENDA

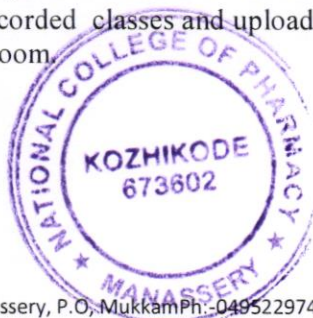
Discussion on the various complaints that were received from the students are

- Reschedule after- noon session from two hours to one hour
- Fee concession due to Covid 19
- Due to Lack of network, continuity of online class will be difficult

DISCUSSION

Necessary action taken related to complaints are

- Rescheduled afternoon session from 2:00 PM to 3:00 PM.
- Duration to pay course fee is increased due to covid 19
- Decided to recorded classes and upload in YouTube, link of the same provided in Google classroom.



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CONCLUSION

SL NO	CATEGORIES OF COMPLAINT	COMPLIANTS		NECESSARY ACTION TAKEN
		RECEIVED DATE	DETAILS	
1	Infrastructure and facility related	10/06/2020	Reschedule after- noon session from two hours to one hour	Rescheduled afternoon session from 2:00 PM to 3:00 PM.
2		15/07/2020	Fee concession due to Covid 19	Duration to pay course fee is increased due to covid 19
		13/08/2020	Due to Lack of network, continuity of online class will be difficult	Decided to recorded classes and upload in YouTube, link of the same provided in Google classroom



[Handwritten Signature]
PRINCIPAL
National College of Pharmacy
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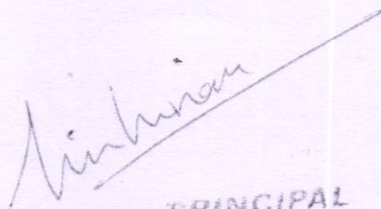
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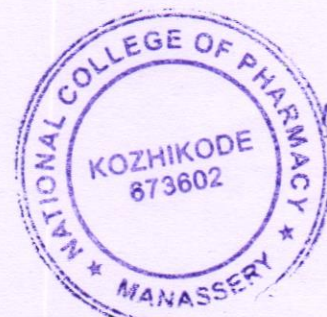
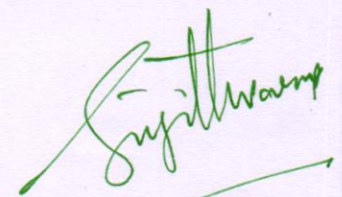
This is to inform you that Students Grievances redressal committee meeting is convened on 05/10/2019 at 11 am at Seminar Hall. Your presence is expected

Thank You

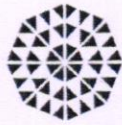
Principal
03/10/2019



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Minutes of the meeting

Name of Meeting: Students Grievance redressal committee meeting, No 4	Time: 11am to 12 pm
Date: 05/10/2019	Venue: Seminar Hall

DETAILS OF TEAM MEMBERS

SL NO.	NAME	DESIGNATION	POSITION	SIGNATURE
1	Mrs. Jereena E	Assistant Professor	Chairman	
2	Dr. Akash Marathakam	Professor & HOD Pharmaceutical Chemistry	Member	
3	Dr. Sujith Varma K	Professor & HOD Pharmaceutics	Member	
4.	Mrs. Sareena A	Assistant Professor	Member	
5.	Mrs. Jesna Davis Jame	Office Superintendent	Member	
6.	Mrs. Nisha	Lab technician	Member	

MEETING AGENDA

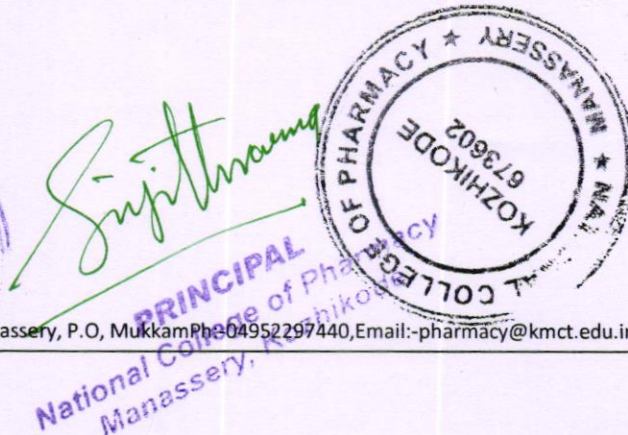
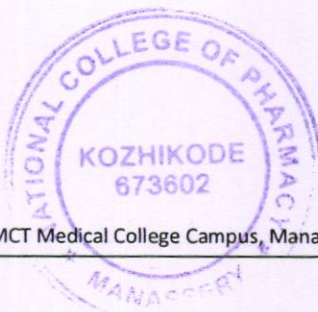
Discussion on the various complaints that were received from the students are

- Hostel food related complaints
- Students were getting over stressed due to academics

DISCUSSION

Necessary action taken related to complaints are

- Decided to discuss with hostel committee to take necessary action about Food menu
- Decided to arrange Music and Dance classes, once in a week



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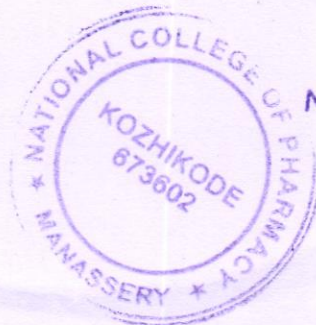
This is to inform you that Students Grievances redressal committee meeting is convened on 13/07/2019 at 11 am at Seminar Hall. Your presence is expected

Thank You

Principal

10/07/2019

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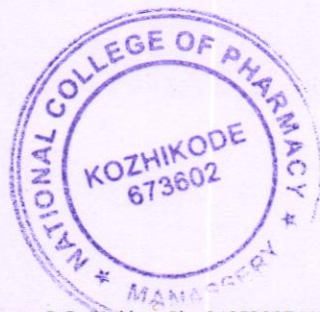
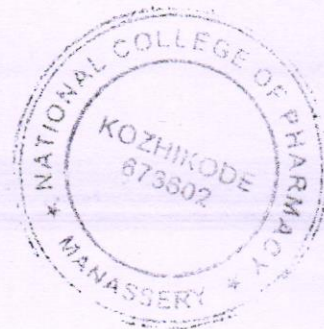
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CONCLUSION

SL NO	CATEGORIES OF COMPLAINT	COMPLIANTS		NECESSARY ACTION TAKEN
		RECEIVED DATE	DETAILS	
1	Infrastructure and facility related	07/09/2019	Hostel food related complaints	Decided to discuss with hostel committee to take necessary action about Food menu
2		15/09/2019	Students were getting over stressed due to academics	Music and Dance classes were arranged once in a week Mentor mentee system was established

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Minutes of the meeting

Name of Meeting: Students Grievance redressal committee meeting, No 3	Time: 11am to 12 pm
Date: 13/07/2019	Venue: Seminar Hall

DETAILS OF TEAM MEMBERS

SL NO.	NAME	DESIGNATION	POSITION	SIGNATURE
1	Mrs. Jereena E	Assistant Professor	Chairman	
2	Dr. Akash Marathakam	Professor & HOD Pharmaceutical Chemistry	Member	
3	Dr. Sujith Varma K	Professor & HOD Pharmaceutics	Member	
4.	Mrs. Sareena A	Assistant Professor	Member	
5.	Mrs. Jesna Davis Scary	Office Superintendent	Member	
6.	Mrs. Nisha	Lab technician	Member	

MEETING AGENDA

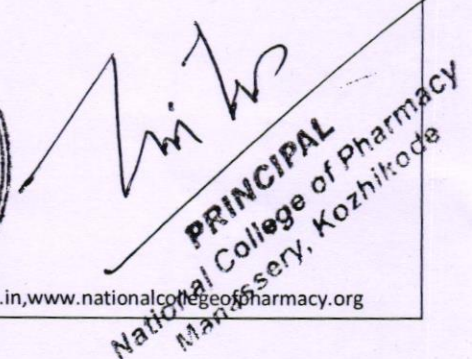
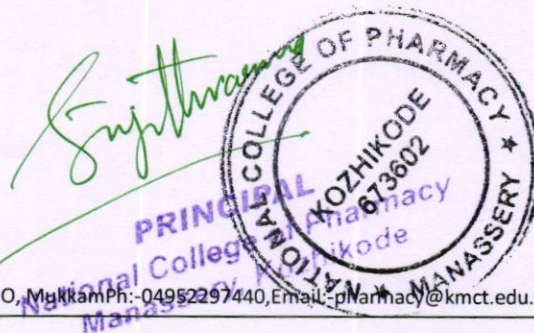
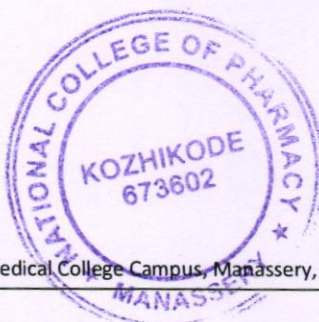
Discussion on the various complaints that were received from the students are

- Loss of focus on academics
- Proper prayer room facility related complaints

DISCUSSION

Necessary action taken related to complaints are

- Series of scheduled class test were conducted, Psychological support provided
- Decided Provide Prayer room with all facility



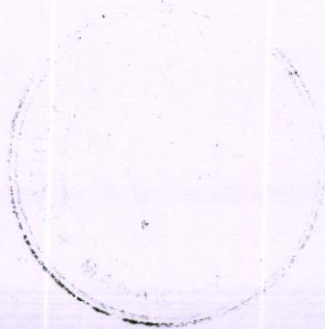


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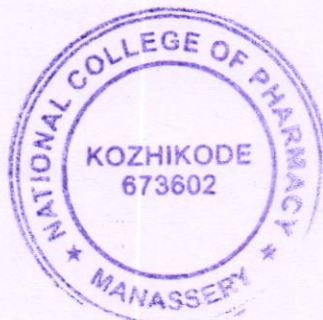
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CONCLUSION

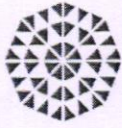
SL NO	CATEGORIES OF COMPLAINT	COMPLIANTS		NECESSARY ACTION TAKEN
		RECEIVED DATE	DETAILS	
1	Infrastructure and facility related	14/04/2019	Loss of focus on academics	Decided to conduct Series of scheduled class test Decided to provide Psychological support
2		19/05/2019	Proper prayer room facility related complaints	Decided Provide Prayer room with all facility



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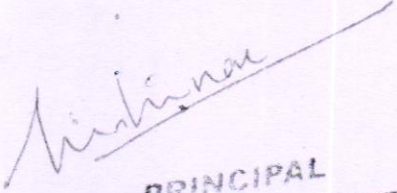
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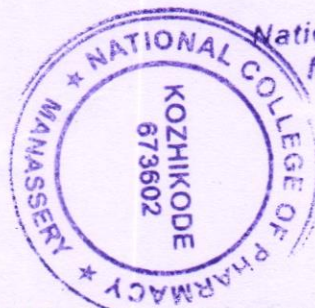
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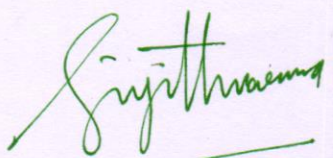
This is to inform you that Students Grievances redressal committee meeting is convened on 04/06/2018 at 11 am at Seminar Hall. Your presence is expected

Thank You

Principal
02/06/2018


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Minutes of the meeting

Name of Meeting: Students Grievance redressal committee meeting, No 2	Time: 11am to 12 pm
Date: 04/06/2018	Venue: Seminar Hall

DETAILS OF TEAM MEMBERS

SL NO.	NAME	DESIGNATION	POSITION	SIGNATURE
1	Mrs. Jereena E	Assistant Professor	Chairman	
2	Dr. Sujith Varma K	Professor & HOD Pharmaceutics	Member	
3	Mrs. Sareena A	Assistant Professor	Member	
4.	Dr. Akash Marathakam	Professor & HOD Pharmaceutical Chemistry	Member	
5.	Mrs. Jesna Davis Tamy	Office Superintendent	Member	
6.	Mrs. Nisha	Lab technician	Member	

MEETING AGENDA

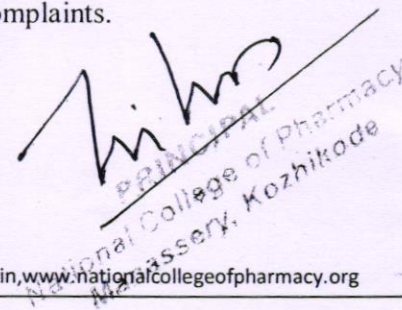
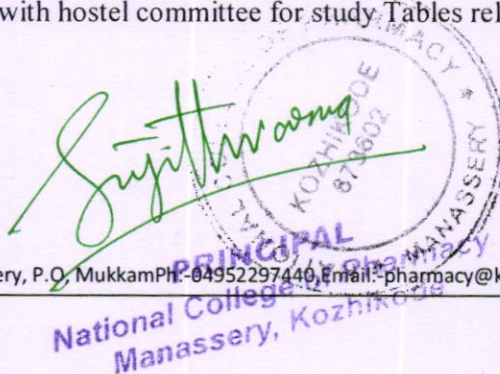
Discussion on the various complaints that were received from the students are

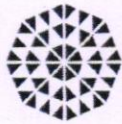
- More Library books specific to the subjects taught need to be made available at the library
- Insufficient Study tables at hostel

DISCUSSION

Necessary action taken related to complaints are

- Decided to purchase more books of each subject, make it available.
- Properly conveyed with hostel committee for study Tables related complaints.



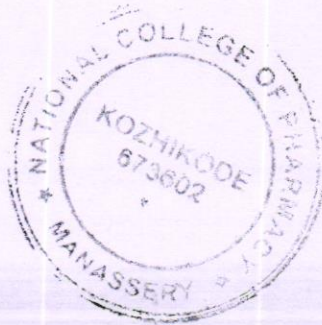


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CONCLUSION

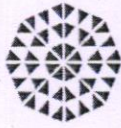
SL NO	CATEGORIES OF COMPLAINT	COMPLIANTS		NECESSARY ACTION TAKEN
		RECEIVED DATE	DETAILS	
1	Infrastructure and facility related	04/04/2018	More Library books specific to the subjects taught need to be made available at the library	Decided to purchase more books of each subject, make it available.
2		19/03/2018	Insufficient Study tables at hostel	Properly conveyed with hostel committee for study Tables related complaints.



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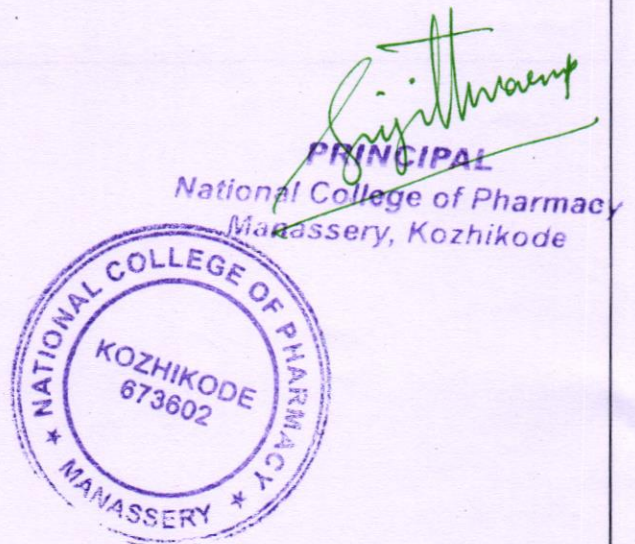
This is to inform you that Students Grievances redressal committee meeting is convened on 12/11/2018 at 11 am at Seminar Hall. Your presence is expected

Thank You

Principal

10/11/2018

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CONCLUSION

SL NO	CATEGORIES OF COMPLAINT	COMPLIANTS		NECESSARY ACTION TAKEN
		RECEIVED DATE	DETAILS	
1	Infrastructure and facility related	13/10/2018	Students Vehicle Parking is insufficient.	Decided to arrange Students parking space at back of the college
2		15/09/2018	Common room/sick for both genders	Provided common/sick room for both genders with all facility



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Minutes of the meeting

Name of Meeting: Students Grievance redressal committee meeting, No 1	Time: 11am to 12 pm
Date: 12/11/2018	Venue: Seminar Hall

DETAILS OF TEAM MEMBERS

SL NO.	NAME	DESIGNATION	POSITION	SIGNATURE
1	Mrs. Jereena E	Assistant Professor	Chairman	
2	Dr. Sujith Varma K	Professor & HOD Pharmaceutics	Member	
3	Mrs. Sareena A	Assistant Professor	Member	
4	Dr. Akash Marathakam	Professor & HOD Pharmaceutical Chemistry	Member	
5	Mrs. Jesna Davis James	Office Superintendent	Member	
6	Mrs. Nisha	Lab technician	Member	

MEETING AGENDA

Discussion on the various complaints that were received from the students are

- Students Vehicle Parking is insufficient.
- Common room/sick for both genders

DISCUSSION

Necessary action taken related to complaints are

- Decided to arrange Students parking space at back of the college
- Provided common/sick room for both genders with all facility

