



Children's Education Society (Regd.)

The Oxford College of Pharmacy

(Recognised by the Govt. of Karnataka, Affiliated to Rajiv Gandhi University of Health Sciences, Karnataka;
Approved by Pharmacy Council of India, New Delhi)

Ref No: NO.TOCP/353/CP/2023-24

9th December 2023.

CIRCULAR

This is to inform all Deans, HOD's and members of the Grievance Redressal Committee that a meeting is scheduled on 12th December 2023 at 12:30 PM in the Smart Room, The Oxford College of Pharmacy, Bengaluru. All Deans, HOD's and members of the Grievance Redressal Committee are requested to attend the meeting.

AGENDA

1. Issue in lighting facility in 3rd floor.
2. Levels of grievance redressal mechanism not known to students.

Copy to:

1. **Chairman**
2. **IQAC Member secretary**
3. **All HODs**

P. Padma
Chairperson

PRINCIPAL
The Oxford College of Pharmacy
No.6/9, 1st Cross, Begur Road, Hongasandra
Bengaluru - 560 068



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MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE

2023-2024

Date: 12th December 2023

Time: 12:30 PM

AGENDA

1. Issue in lighting facility in 3rd floor.
2. Levels of grievance redressal mechanism not known to students.

COMMITTEE MEMBERS:

S.NO.	NAME OF THE MEMBER	DESIGNATION	POST	SIGNATURE
1	MRS.SURINDER KAUR	ASSO. PROFESSOR	CHAIRPERSON	
2	DR. NOOPUR SRIVATSAVA	ASSO. PROFESSOR	MEMBER SECRETARY	
3	DR. G NAGALAKSHMI	ASSO. PROFESSOR	DEAN EXAMINATION	
4	MS. NAGALAKSHMI R	ASST. PROFESSOR	MEMBER	
5	MRS. T.S ANUPAMA	ADVOCATE	MEMBER	
6	STUDENT REPRESENTATIVE (UG)	INVITEE	MEMBER	
7	STUDENT REPRESENTATIVE (PG)	INVITEE	MEMBER	



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The Chairperson welcomed all members to the meeting.

Agenda 1: Issue in lighting facility in 3rd floor.

Committee members discussed the difficulties faced by the students regarding poor lighting facilities in 3rd floor.

Resolution: As per the discussion, the issue was brought into the notice of the chairperson by the committee and the problem were resolved by informing the electrician for installing new lights in 3rd floor.

Agenda 2: Awareness of levels of grievance redressal mechanism to students.

Committee members discussed the issues which the students faced due to the lack of awareness about the various levels of grievance redressal mechanism.

Resolution: As per the discussion, the committee took proactive steps to address this issue by giving a detailed information regarding the two levels of grievance was provided, significantly enhancing students understanding of the process.

Copy to:

1. Chairman
2. IQAC Member secretary
3. All HODs

P. Padua
Chairperson

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MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE

2023-2024

Date: 4th August 2024

Time: 12:30 PM

AGENDA

1. Students complained about improper maintenance of complaint box.
2. Students complained about loud noises at late night from neighbour rooms in hostel.
3. Extension of library hours on Saturday's.

COMMITTEE MEMBERS:

S.NO.	NAME OF THE MEMBER	DESIGNATION	POST	SIGNATURE
1	DR. NOOPUR SRIVASTAVA	ASSO. PROFESSOR	CHAIRPERSON	<i>NSrivastava</i>
2	DR. G NAGALAKSHMI	ASSO. PROFESSOR	MEMBER SECRETARY	<i>Gur</i>
3	MS. NAGALAKSHMI R	ASST. PROFESSOR	MEMBER	<i>R</i>
4	MRS TS ANUPAMA	ADVOCATE	MEMBER	<i>Anupama</i>
5	MRS. HEMAMALINI J	SENIOR ADMINISTRATIVE OFFICER	MEMBER	<i>Hema</i>
6	DR. MAHESH AR	PHARMACEUTICAL CHEMISTRY	INVITEE	<i>Mahesh</i>
7	STUDENT REPRESENTATIVE (UG)	INVITEE	MEMBER	<i>D</i>
8	STUDENT REPRESENTATIVE (PG)	INVITEE	MEMBER	<i>Shruti</i>



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The Chairperson welcomed all members to the meeting.

Agenda 1: Students complained about improper maintenance of complaint box

Members discussed the issue faced by students regarding complaint box.

The issue was informed to the college maintenance committee to resolve it.

Resolution: The issue was resolved by repairing the existing complaint box.

Agenda 2: Students complained about loud noises at late night from neighbourhood in hostel.

The issue was informed to the warden to resolve it.

Resolution: The warden strictly insisted to maintain silence after 9pm.

Agenda 3: Extension of library hours on Saturday's.

The committee discussed regarding the accessibility of library for hostilities on Saturdays till 8:00 pm during exams.

Resolution: The Issue was showcased to the librarian by the chairperson. The problem was rectified by making sure that they have ample time and resource to prepare for their exams by extending library hours till 8:00 pm for hostilities.

Copy to:

N. Sivastava
Chairperson

1. Chairman
2. IQAC Member secretary
3. All HODs



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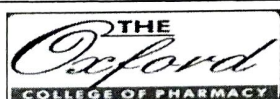
**MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE &
ACTION TAKEN REPORT 2023-2024**

S. No	Date of Circular	Date of Meeting	Agenda	Minutes of Meetings	Action taken
1	9 th December 2023	12 th December 2023	1) Issue in lighting facility in 3 rd floor. 2) Levels of grievance redressal mechanism not known to students.	1) Committee members discussed the difficulties faced by the students regarding poor lighting facilities in 3 rd floor. 2) Committee members discussed the issues which the students faced due to the lack of awareness about the various levels of grievance redressal mechanism.	1)Resolution: As per the discussion, the issue was brought into the notice of the chairperson by the committee and the problem were resolved by informing the electrician for installing new lights in 3 rd floor. 2)Resolution: As per the discussion, the committee took proactive steps to address this issue by giving a detailed information regarding the two levels of grievance was provided, significantly enhancing students understanding of the process.

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M. Sivastava
Chairperson



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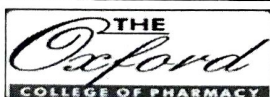
MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE & ACTION TAKEN REPORT 2023-2024

S. No	Date of Circular	Date of Meeting	Agenda	Minutes of Meetings	Action taken
2	20 May 2024	22 May 2024	1)Improper maintenance of girls` common room. 2.Extension of lab timings for PG.	1) Committee members enquired about the grievance faced by the students regarding Improper maintenance of girls common room. The issue was promptly addressed to the chairperson to resolve the problem 2) The committee members discussed regarding the request for extending lab timings for PG students to allow an additional hour post - college for research work.	1)Resolution: The maintenance committee has implemented a resolution to ensure that the room is cleaned twice daily, thus maintaining a clean and comfortable environment for all users. 2)Resolution: The matter was put forward to the chairperson to grant the permission. The problem was fixed by allocating an extra hour post college for facilitating more conducive environment for pg students to carry out their research activities effectively.

Copy to:

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2. IQAC Member secretary
3. All HODs

Nivastwa
Chairperson



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MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE & ACTION TAKEN REPORT 2023-2024

S. No	Date of Circular	Date of Meeting	Agenda	Minutes of Meetings	Action taken
1	1 st August 2024.	4 th August 2024	1) Students complained about improper maintenance of complaint box. 2) Students complained about loud noises at late night from neighbour rooms in hostel. 3) Extension of library hours from Saturday	1) Members discussed the issue faced by students regarding complaint box. The issue was informed to the college maintenance committee to resolve it. 2) The issue was informed to the warden to resolve it. 3) The committee discussed regarding the accessibility of library for hostilities on Saturdays upto 8:00 pm during exams.	1) Resolution: The issue was resolved by repairing the existing complaint box. 2) Resolution: The warden strictly insisted to maintain silence after 9pm. 3) Resolution: The Issue was showcased to the librarian by the chairperson. The problem was rectified by making sure that they have ample time and resource to prepare for their exams by extending library hours till 8.00pm for hostilities

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N. Srinivas
Chairperson



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Ref No: NO.TOCP/047/CP/2024-25

21st May 2024.

CIRCULAR

This is to inform all Deans, HOD's and members of the Grievance Redressal Committee that a meeting is scheduled on 22nd May 2024 at 12:30 PM in the Smart Room, at The Oxford College of Pharmacy, Bengaluru. All Deans, HOD's and members of the Grievance Redressal Committee are requested to attend the meeting.

AGENDA

1. Improper maintenance of girls' common room.
2. Extension of lab timings for PG.

Copy to:

1. Chairman
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3. All HODs

N. Sivastava.
Chairperson



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Ref No: NO.TOCP/200/CP/2024-25

3rd August 2024.

CIRCULAR

This is to inform all Deans, HOD's and members of Grievance Redressal Committee that a meeting is scheduled on 4th August 2024 at 12:30 PM in the Smart Room, at The Oxford College of Pharmacy, Bengaluru. All Deans, HOD's and members of Grievance Redressal Committee are requested to attend the meeting.

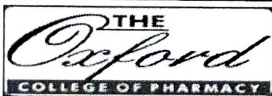
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2. Students complained about loud noises at late night from neighbour rooms in hostel.
3. Extension of library hours on Saturday's.

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MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE

2023-2024

Date: 22nd May 2024

Time: 12:30 PM

AGENDA

- 1.Improper maintenance of girls' common room.
- 2.Extension of lab timings for PG.

COMMITTEE MEMBERS:

S.NO.	NAME OF THE MEMBER	DESIGNATION	POST	SIGNATURE
1	DR. NOOPUR SRIVASTAVA	ASSO. PROFESSOR	CHAIRPERSON	<i>Ms. Srivastava</i>
2	DR. G NAGALAKSHMI	ASSO. PROFESSOR	MEMBER SECRETARY	<i>G</i>
3	MS. NAGALAKSHMI R	ASST. PROFESSOR	MEMBER	<i>Rm</i>
4	MRS TS ANUPAMA	ADVOCATE	MEMBER	<i>Anupama</i>
5	MRS. HEMAMALINI J	SENIOR ADMINISTRATIVE OFFICER	MEMBER	<i>Hemam</i>
6	DR. MAHESH AR	PHARMACEUTICA L CHEMISTRY	INVITEE	<i>Mahesh</i>
7	STUDENT REPRESENTATIVE (UG)	INVITEE	MEMBER	<i>A</i>
8	STUDENT REPRESENTATIVE (PG)	INVITEE	MEMBER	<i>RHR</i>



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The Chairperson welcomed all members to the meeting.

Agenda 1: Improper maintenance of girls' common room.

Committee members enquired about the grievance faced by the students regarding Improper maintenance of girls' common room.

The issue was promptly addressed to the chairperson to resolve the problem.

Resolution: The maintenance committee has implemented a resolution to ensure that the room is cleaned twice daily, thus maintaining a clean and comfortable environment for all users.

Agenda 2: Extension of lab timings for PG.

The committee members discussed regarding the request for extending lab timings for PG students to allow an additional hour post-college for research work.

Resolution: The matter was put forward to the chairperson to grant the permission. The problem was fixed by allocating an extra hour post college for facilitating more conducive environment for PG students to carryout their research activities effectively.

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