

Constitution of General Grievance Redressal cell

Aurosri Institute of Pharmaceutical Education and Research

Date of Formation of the Cell: 18th of December 2021

Annual assessment period: 1st January to 31st December

The institution here constitute a grievance redressal cell. It looks into general and academic complaints of the staff and students. It promptly tries to offer solutions for their redressal in periodical meetings of the committee. The staff and students are notified to put their complaints about administration, accounts, finance, library, academics, hostels and all sorts of general issues etc. in the suggestion/complaint box located in the admin building. If the grievances are not within the purview of the committee, then the issues are brought to the notice of the authorities.

Objectives

- To create a platform where staff and students can raise their problems about
- academic and non-academic matters
- To receive suggestions from the staff and students for improvement
- To ensure effective solution to the staff and students to redress their problems

Functions

- The cases are attended promptly on the receipt of return grievances from staff and students by the grievance officer or any other competent person designated by him.
- The cell reviews all cases and acts accordingly as per the policy.
- The cell can refer the issue to any competent person or matter expert for any suggestion on the issue.
- It is on the discretion of the cell to accept the suggestion tendered by the person to whom issue is sent for review.
- The first decision of the cell on any issue may not be binding on the complainant; however the decision of the cell on second appeal for review is final and binding.
- If further the issue remains unsolved the complainant/s have the right to move to the institute authority.

- The cell has the right to take its own time to enquire and decide the resolve measures.
- No interference or external influence is acceptable in any way on the redressal power of the cell.
- The cell submits report to the authority regarding the cases attended
- The cell should sit twice in a year mandatorily and as and when required to redress any issue brought before it.

Committee for Student Grievance Redressal Cell

Sr. No.	Name of the faculty	Qualification	Designation	Position
1	Mr.Sirajuddin Khan	M.Pharm	Assistant Professor	Chairman
2	Ms.Milluswapna Dash	M.C.A	Assistant Professor	Member
3	Ms.Swoyangprava Behera	B.Pharm	Lecturer	Member

Committee for Staff Grievance Redressal Cell

Sr. No.	Name of the faculty	Qualification	Designation	Position
1	Dr. Nihar Ranjan Pani	M.Pharm,PhD	Principal & Director	Chairman
2	Dr. Jyoti Ranjan Roul	M.Pharm,PhD	Associate Professor	Member
3	Mr. Subhasmita Parida	M.Pharm	Assistant Professor	Member

*In absence of any of the member/s of any committee the Principal should deploy any other senior staff/s as reliever member to partake the duty of the absent member/s. Thus there is no need of bringing any amendment to the membership of any committee unless required by otherwise.

N. Panigrahi
18/12/21

Principal

PRINCIPAL
AUROSRI INSTITUTE OF
PHARMACEUTICAL EDUCATION
& RESEARCH

Grievance Redressal Cell Meeting 1st 2022

A meeting of Grievance redressal cell was conducted on 4th of March 2022 at 12 am in the admin building. In the meeting the grievances received from the students were discussed.

In this meeting students had raised the following problem.

1. About cleanliness of the class rooms, labs and common toilets.
2. Unavailability of water in certain taps.

The committee enquired the first issue and found

That due to the previous closure of the departments during pandemic and due to ongoing construction work of college building certain class rooms, labs and toilets along with college premises and medicinal plant garden were unclean.

The committee brought the issue before the cleaning staffs of the institute and ordered to take the earliest measures to resolve the issue. The cleaning staff assured to get the work done within two days.

The committee enquired the second issue and found

That due to ongoing plumbing work certain taps were restricted from water supply and will be restored as soon as the work is completed. So this issue dissolves.

The following members were present in the meeting:

Mr. Sirajuddin Khan *Mr. Sirajuddin Khan*

Ms. Milluswapna Dash *Milluswapna Dash*

Ms. Swoyangprava Behera *Swoyangprava Behera*

Name
4/3/22
Principal