

CRITERIA-5.1.4
ANNUAL REPORT

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GURUGRAM GLOBAL COLLEGE OF PHARMACY GURUGRAM

Approved by AICTE, Govt. Of India & Pharmacy Council of India
Affiliated to P.L.S.D Sharma University of Health Science Rohtak
Affiliated to Haryana Board of Technical Education

INTERNAL COMPLIANCE COMMITTEE (ICC)

ANNUAL REPORT-(2018-19)

- The committee visited all the classes and informed the students about the ICC of the year 2018-19.
- Ms. Mani Taneja, assistant professor of GGCP, had an interactive session with the 1st year B.Pharm students and informed the students about the rules and regulation of harassment/ragging in the college premises.
- The staff members were also informed about the ICC during staff meetings.
- A meeting of the non-teaching staff was taken and there were briefed about the same.
- No complaints were received by the committee during the academic year 2018-19.





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INTERNAL COMPLIANCE COMMITTEE (ICC)

ANNUAL REPORT-(2019-20)

- To raise awareness about the Internal Complaints Committee (ICC) for the 2019-20 academic year, the committee visited all classes.
- Ms. Manisha Singh, Assistant Professor at GGCP, conducted an interactive session with first-year B.Pharm students, covering the rules and regulations related to harassment and ragging on campus.
- The ICC was also discussed with staff members during regular staff meetings.
- Additionally, a dedicated meeting was held with non-teaching staff to provide them with information about the ICC.
- Throughout the academic year 2019-20, the committee did not receive any complaints.





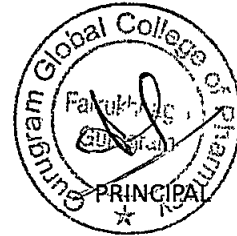
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INTERNAL COMPLIANCE COMMITTEE (ICC)

ANNUAL REPORT-(2020-21)

- To enhance awareness of the Internal Complaints Committee (ICC) for the 2020-21 academic year, the committee interact with the students via online.
- An interactive session was led by Ms. Mani Taneja, Assistant Professor at GGCP, for first-year B.Pharm students, focusing on the campus rules and regulations concerning harassment and ragging.
- Information about the ICC was also shared with staff members during their regular meetings.
- A special meeting was organized for non-teaching staff to inform them about the ICC.
- There were no complaints filed with the committee during the academic year 2020-21.





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INTERNAL COMPLIANCE COMMITTEE (ICC)

ANNUAL REPORT-(2021-22)

- To raise awareness about the Internal Complaints Committee (ICC) for the 2021-22 academic year, the committee conducted visits to all classes.
- Ms. Krati Shukla, Assistant Professor at GGCP, held an interactive session with first-year B.Pharm students to review the rules and regulations regarding harassment and ragging on campus.
- The ICC was also discussed with staff members during their regular meetings.
- A dedicated briefing for non-teaching staff was arranged to provide details about the ICC.
- The committee did not receive any complaints during the academic year 2021-22.





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INTERNAL COMPLIANCE COMMITTEE (ICC)

ANNUAL REPORT-(2022-23)

- To promote awareness of the Internal Complaints Committee (ICC) for the 2022-23 academic year, the committee visited every class.
- Ms. Mani Taneja, Assistant Professor at GGCP, conducted an interactive session with first-year B.Pharm students to outline the campus policies on harassment and ragging.
- Details about the ICC were also shared with staff members during their routine meetings.
- A specific briefing was held for non-teaching staff to inform them about the ICC's functions.
- Throughout the 2022-23 academic year, the committee did not receive any complaints.





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STUDENT GRIEVANCE REDRESSAL 2018-19

Ref.No.-GGCP/AL/2018-19/01

Date-2/07/2019

- The meeting was held on 11th June 2018 to form the committee
- The committee members visited all the classes and briefed them about the cell and the online grievance portal available on the college website.
- Complain regarding water shortage and problem related to food menu in hostel were received from student. The matter was discussed at length. Corrective action for the same was taken and verbal feedback from students was taken from time to time.

Summary:

Total no.of grievances reported	No.of grievances resolved	No.of non-resolved grievances
5	5	NIL

Convener

GGCP





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STUDENT GRIEVANCE REDRESSAL 2019-20

Ref.No.-GGCP/AL/2019-20/02

Date-8/07/2020

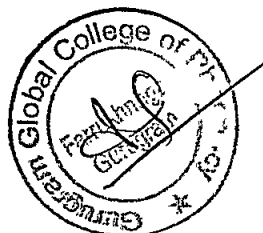
- On June 11, 2018, a meeting was held to establish the committee.
- The committee members visited all the classes to inform students about the grievance cell and the online grievance portal available on the college website.
- During this period, the committee received complaints related to transportation. These matters were thoroughly discussed, and corrective actions were implemented. Verbal feedback from students was periodically collected to ensure the effectiveness of these measures.

Summary:

Total no.of grievances reported	No.of grievances resolved	No.of non-resolved grievances
4	4	NIL

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STUDENT GRIEVANCE REDRESSAL 2020-21

Ref.No.-GGCP/AL/2020-21/03

Date-19/07/2021

- A meeting was held on 25/06/2020 to form the committee
- The committee took an online session of the 1st year B.Pharm class and briefed them about the cell and the online grievance portal available on the college website.
- During this period, the committee received complaints concerning correction in name in the mark sheet and delay issue of admit card. These issues were carefully reviewed, and corrective actions were taken.

Summary:

Total no.of grievances reported	No.of grievances resolved	No.of non-resolved grievances
2	2	NIL

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STUDENT GRIEVANCE REDRESSAL 2021-22

Ref.No.-GGCP/AL/2021-22/04

Date-5/07/2022

- A meeting was held on 16/06/2021 to form the committee
- The committee members visited all the classes to inform students about the grievance cell and the online grievance portal available on the college website.
- During this period, the committee received complaints regarding proper sanitization of class room and repair of water cooler. These issues were carefully reviewed, and corrective actions were taken. Verbal feedback from students was periodically collected to ensure the effectiveness of these measures.

Summary:

Total no.of grievances reported	No.of grievances resolved	No.of non-resolved grievances
5	5	NIL

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STUDENT GRIEVANCE REDRESSAL 2022-23

Ref.No.-GGCP/AL/2022-23/05

Date-4/07/2023

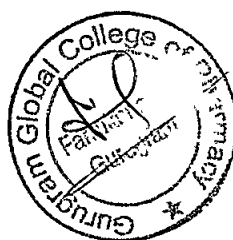
- A meeting was held on 13/06/2022 to form the committee
- The committee members visited all the classes to inform students about the grievance cell and the online grievance portal available on the college website.
- During this period, the committee received complaints regarding proper sanitization of washroom and repair of AC in computer class. These issues were carefully reviewed, and corrective actions were taken. Verbal feedback from students was periodically collected to ensure the effectiveness of these measures.

Summary:

Total no.of grievances reported	No.of grievances resolved	No.of non-resolved grievances
4	4	NIL


Convener

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ANTI-RAGGING COMMITTEE 2018-19

Anti-ragging committee is an apex body at institutional level to monitor measures for preventing, prohibiting and punishing activities of ragging menace within and outside the campus in accordance with UGC regulations, AICTE, Supreme court directive and Provisions State Act.

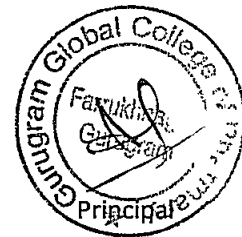
The anti-ragging committee is one of the key committees established to provide healthy and sound atmosphere, while freely pursuing educational aims and objectives.

It is responsible for taking action against those found guilty of ragging and/or abetting ragging, actively or passively or being part of a conspiracy to promote ragging.

The anti-ragging committee and no-ragging posters are displayed on college website and notice board. The first year students are made aware of the college's anti-ragging committee and its zero tolerance policy.

Teachers and non-teaching staff members guide students in their classrooms about the same on regular basis.

Because of this committee received no single complaint regarding ragging





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ANTI-RAGGING COMMITTEE 2019-20

The Anti-Ragging Committee serves as the primary body at the institutional level to oversee and enforce measures to prevent, prohibit, and address ragging activities in accordance with UGC regulations, AICTE guidelines, Supreme Court directives, and relevant state laws.

This committee plays a crucial role in fostering a healthy and conducive educational environment by ensuring that students can pursue their academic goals without fear of ragging. It is tasked with taking appropriate action against individuals found guilty of engaging in or supporting ragging, whether actively, passively, or through conspiracy.

The committee's efforts are supported by prominently displayed no-ragging posters on the college website and notice boards. Additionally, first-year students are informed about the anti-ragging committee and its strict zero-tolerance policy. Faculty and staff regularly educate students about these policies in classrooms. Due to these comprehensive measures, the committee has not received any complaints regarding ragging.





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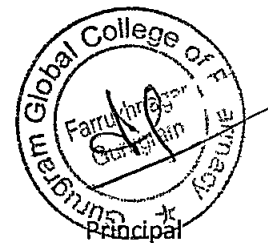
ANNUAL REPORT

ANTI-RAGGING COMMITTEE 2020-21

The Anti-Ragging Committee is the leading authority at our institution dedicated to monitoring and enforcing measures to prevent, prohibit, and address ragging both on and off campus, in alignment with UGC regulations, AICTE guidelines, Supreme Court rulings, and state laws.

As a pivotal committee, its primary goal is to ensure a safe and supportive environment for students to pursue their educational objectives without fear of ragging. The committee is charged with taking disciplinary action against anyone involved in ragging, whether actively, passively, or through conspiratorial means.

To promote awareness, anti-ragging information and posters are prominently displayed on the college website and notice boards. First-year students are thoroughly briefed about the committee's strict zero-tolerance policy. Additionally, teachers and non-teaching staff consistently reinforce these guidelines in their interactions with students. Thanks to these proactive measures, the committee has not received any complaints related to ragging.





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ANTI-RAGGING COMMITTEE 2021-22

The Anti-Ragging Committee at our institution is the central body responsible for overseeing and enforcing measures to prevent and address ragging, both on and off campus. This is done in accordance with UGC regulations, AICTE guidelines, Supreme Court directives, and state legislation.

The committee's primary mission is to create a secure and nurturing environment that allows students to pursue their academic goals free from the threat of ragging. It holds the authority to take disciplinary actions against individuals involved in ragging, whether through direct participation, passive support, or conspiratorial activities.

To raise awareness, anti-ragging information and posters are prominently featured on the college website and notice boards. First-year students receive detailed briefings on the committee's strict zero-tolerance policy. Furthermore, both teaching and non-teaching staff regularly reinforce these anti-ragging guidelines with students. These comprehensive efforts have resulted in no complaints regarding ragging being reported to the committee.





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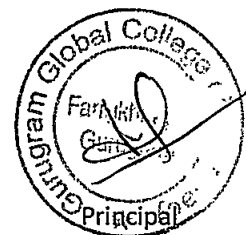
ANNUAL REPORT

ANTI-RAGGING COMMITTEE 2022-23

The Anti-Ragging Committee is the primary authority at our institution dedicated to overseeing and enforcing measures to prevent, prohibit, and address ragging both on and off campus. The committee ensures adherence to UGC regulations, AICTE guidelines, Supreme Court rulings, and relevant state laws.

This key committee plays a crucial role in fostering a positive and safe environment for students to achieve their educational goals without fear of ragging. It is responsible for taking disciplinary action against anyone involved in ragging, whether through direct involvement, passive support, or conspiracy.

To promote awareness, the committee's guidelines and anti-ragging posters are prominently displayed on the college website and notice boards. First-year students receive thorough briefings on the institution's zero-tolerance policy towards ragging. Additionally, teachers and non-teaching staff regularly discuss these policies with students. Thanks to these diligent efforts, the committee has not received any complaints related to ragging.





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Year-2018-19

Sr.No.	Date	Full Name	Designation	Mobile No.	Submitted Information directed to Principal
1	5/07/2018	Hariom	Student	9991564861	Dear Mam,I am student of B.Pharm,I am writing to bring to your attention the recent decline in food quality in the mess. Over the past few weeks, meals have been inconsistent in taste and presentation, and there have been multiple instances of undercooked or cold food. This has affected our dining experience and overall satisfaction. I kindly request that immediate measures be taken to address these issues, such as reviewing food preparation practices and improving ingredient quality. Your prompt attention to this matter would be greatly appreciated.



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CRITERIA 5.1.4

Sr.No.	FILE
1	Awareness Report of Grievance Committee
2	Proof of online & offline Grievance Redressal Process
3	Committee of constitution
4	MOM & ATR of all committees
5	Annual Report
6	Mechanism of Redressal of all committees

SAMPLE OF GRIEVANCE REDRESSAL

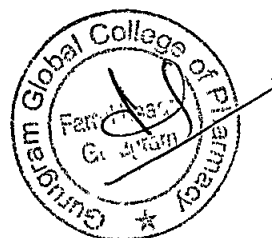


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Year-2019-20

Sr.No.	Date	Full Name	Designation	Mobile No.	Submitted Information directed to Principal
1	6/07/2019	Jaya Bisht	Student	8585989079	Dear Mam,I am student of B.Pharm,I am writing to request the addition of a new stop for the college bus service. Currently, the nearest stop is quite far from our area, making it challenging for many students to access the bus conveniently. Adding a stop in specific location would greatly benefit students residing in that area, improving attendance and punctuality. I kindly ask you to consider this proposal and facilitate a review of the current bus routes. Your attention to this matter would be greatly appreciated.





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Year-2020-21

Sr.No.	Date	Full Name	Designation	Mobile No.	Submitted Information directed to Principal
1	3/08/2020	Kashish Rao	Student	8684985985	I am writing to request a correction in the name listed on my marksheet. This discrepancy has caused issues with official documents and records. Please find attached a copy of my identity proof for verification. I kindly request that the necessary amendments be made at your earliest convenience and a corrected marksheet be issued. Thank you for your prompt attention to this matter.





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Year-2021-22

Sr.No.	Date	Full Name	Designation	Mobile No.	Submitted Information directed to Principal
1	2/07/2021	Payal Sharma	Student	8684985980	Dear Mam,I am student of B.Pharm and I am writing to express concern about the current level of sanitization in our classrooms. Recently, it has come to our attention that surfaces, including desks and doorknobs, are not being cleaned regularly. With the rise in health awareness, ensuring a hygienic environment is crucial for the well-being of both students and staff. I kindly request that more rigorous cleaning protocols be implemented, including daily sanitization of high-touch areas and periodic deep cleaning. Your prompt attention to this matter will help maintain a safe and healthy learning environment.
2	2/07/2021	Vidhi	Student	9608747673	Dear Mam, I am student of B.Pharm and I am writing to report that the water cooler is not functioning properly. It has been out of order for the past 3 days, resulting in a lack of access to chilled water for students. Given the importance of having reliable access to drinking water, I kindly request that the necessary repairs be made at the earliest convenience. Your prompt attention to this matter will be greatly appreciated.





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Year-2022-23

Sr.No.	Date	Full Name	Designation	Mobile No.	Submitted Information directed to Principal
1	1/07/2022	Garvit Raj	Student	953055396	Dear Mam,Iam student of B.Pharm and I am writing to address a concern regarding the current sanitization practices in our washrooms. The facilities have not been cleaned or sanitized adequately, leading to unhygienic conditions that are impacting the health and comfort of users. To ensure a safe and pleasant environment, I kindly request that the washrooms be cleaned more frequently and that proper sanitization procedurès be enforced. Regular maintenance and attention to this issue are essential for maintaining hygiene standards.Thank you for your prompt attention to this matter.

